

Caledonian Sleeper

Quarterly Report

Quarter 2, 2026/27

Rail Periods 04, 05, and 06



CALEDONIAN
SLEEPER

Contents

Page

Summary: Caledonian Sleeper results, Quarter 2 2026/27	3
On-board experience	5
Overall opinions of the Caledonian Sleeper	10
Making bookings	24
Boarding and station facilities	32
Accommodation and train facilities	48
Club car and catering	62
Arrival	76
Delay	83
Use of customer lounge at the arrival station	87
Facilities for those with a disability or illness	94
Appendix: sample profile and methodology	97



Caledonian Sleeper Passenger Satisfaction

Quarter 2: 28 June – 19 September 2026

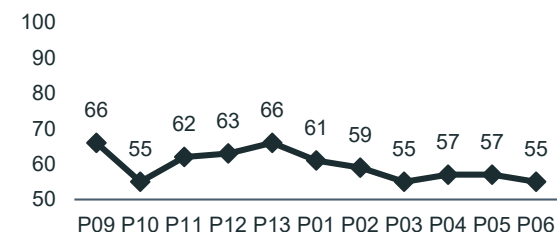
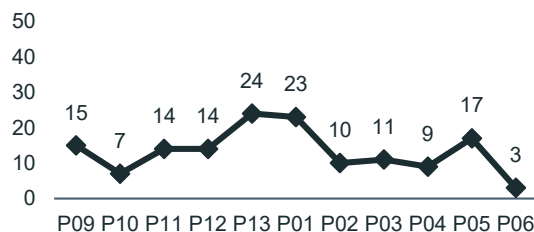
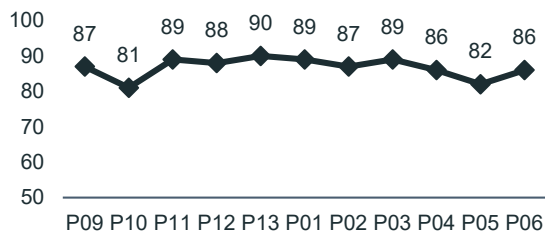
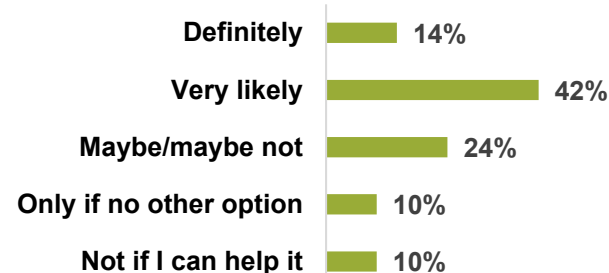
Overall journey experience



Net Promoter Score



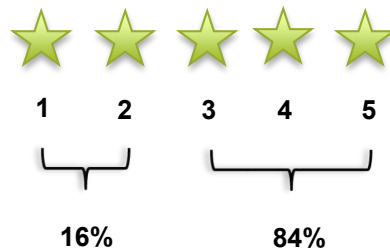
Likelihood of future use



Rating of Room



Rating of Club Car



	Lowlander	Highlander
Journey experience	84%	86%
Net Promoter Score	4	13
Future Use	51%	63%
Room Rating	86%	89%
Club Car Rating	82%	84%

Sample size: 746 (Lowlander 329, Highlander 417).
Guests in a room: 563. Users of the Club Car: 282



Caledonian Sleeper Passenger Satisfaction

Quarter 2: 28 June – 19 September 2026

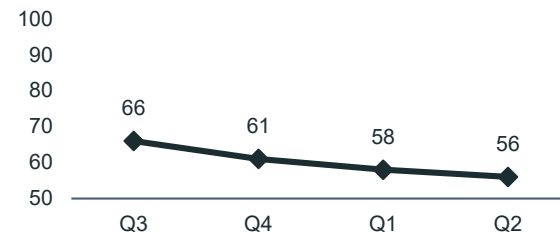
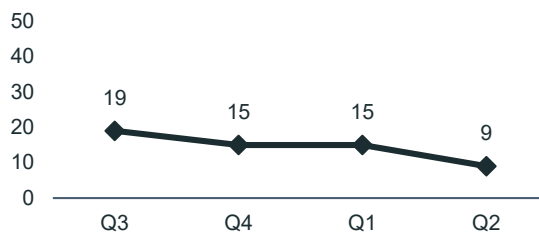
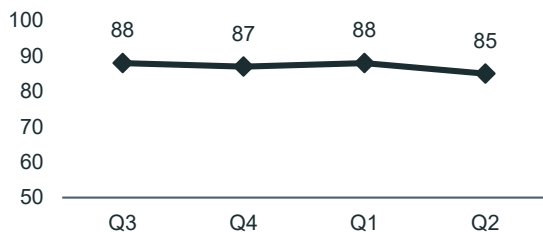
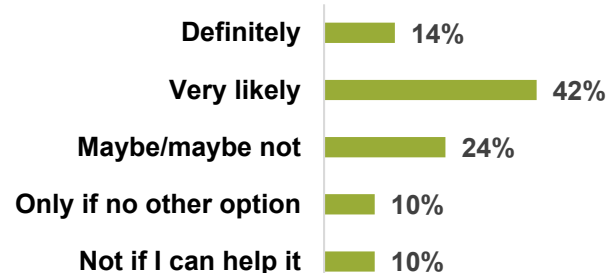
Overall journey experience



Net Promoter Score



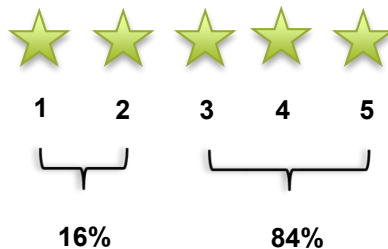
Likelihood of future use



Rating of Room



Rating of Club Car



	Lowlander	Highlander
Journey experience	84%	86%
Net Promoter Score	4	13
Future Use	51%	63%
Room Rating	86%	89%
Club Car Rating	82%	84%

Sample size: 746 (Lowlander 329, Highlander 417).
Guests in a room: 563. Users of the Club Car: 282



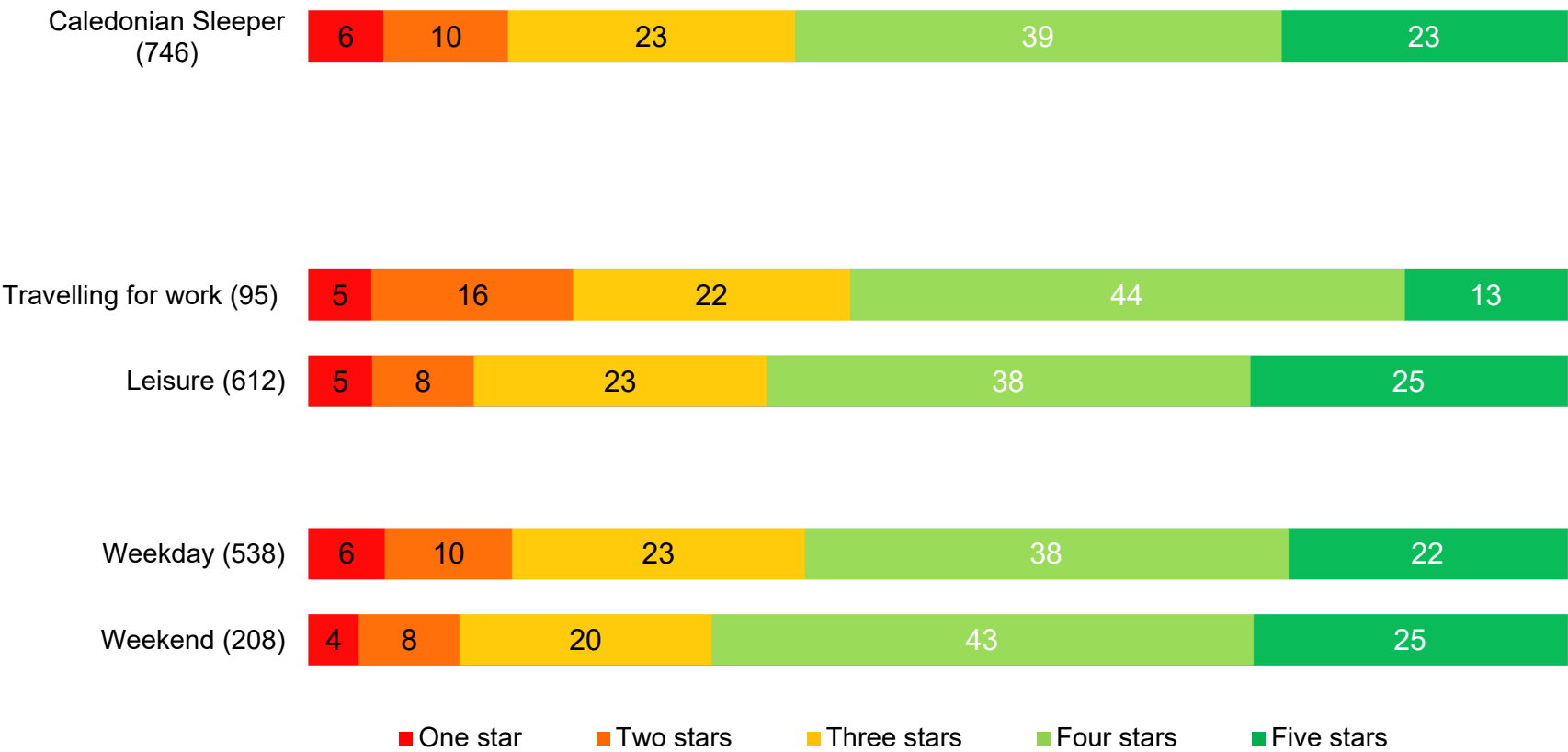
Caledonian Sleeper

On-board experience



CALEDONIAN
SLEEPER

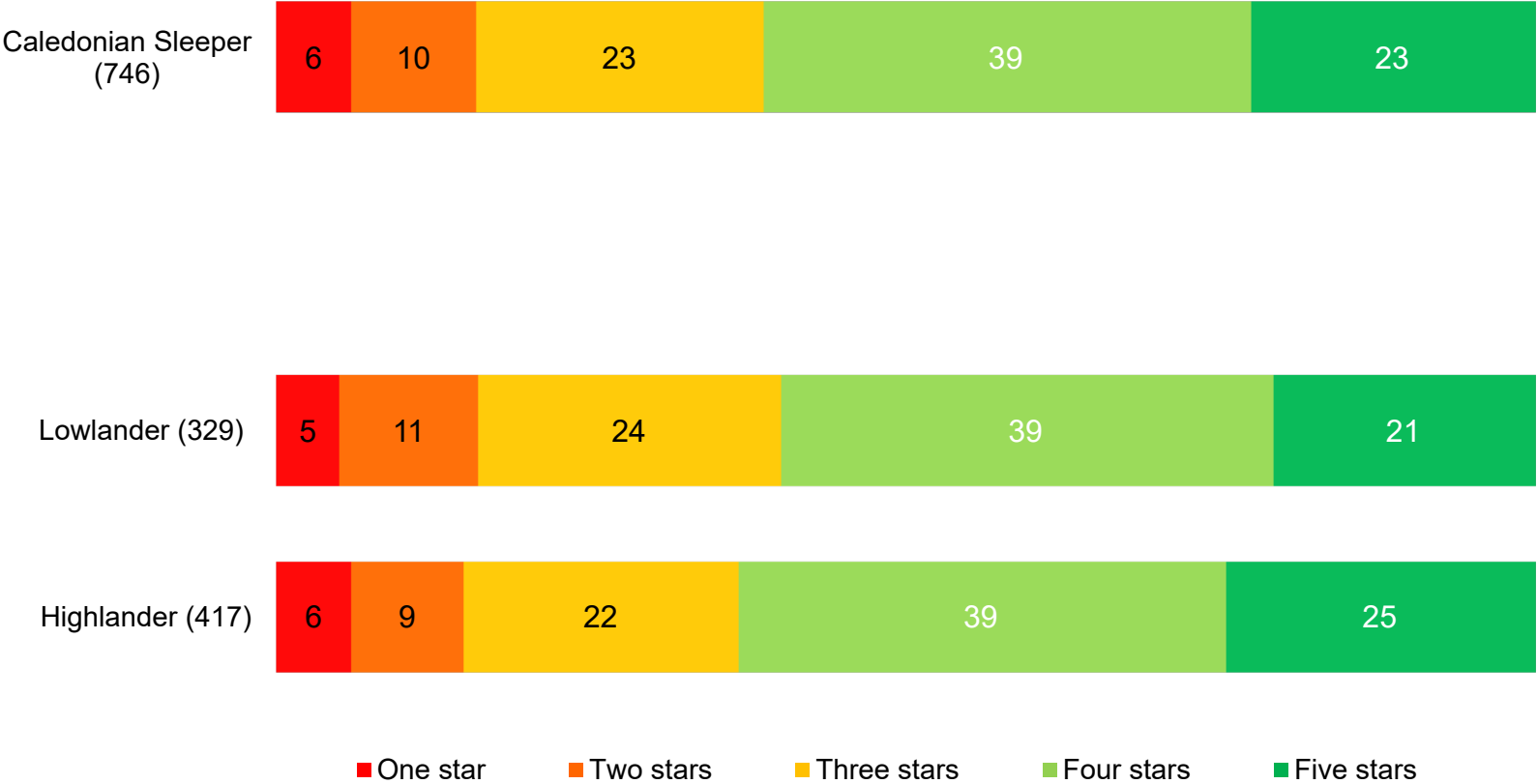
Overall rating of experience by passenger group



Q8a. How many stars do you give the Caledonian Sleeper for the experience overall?
Base: in brackets above



Overall rating of experience by route



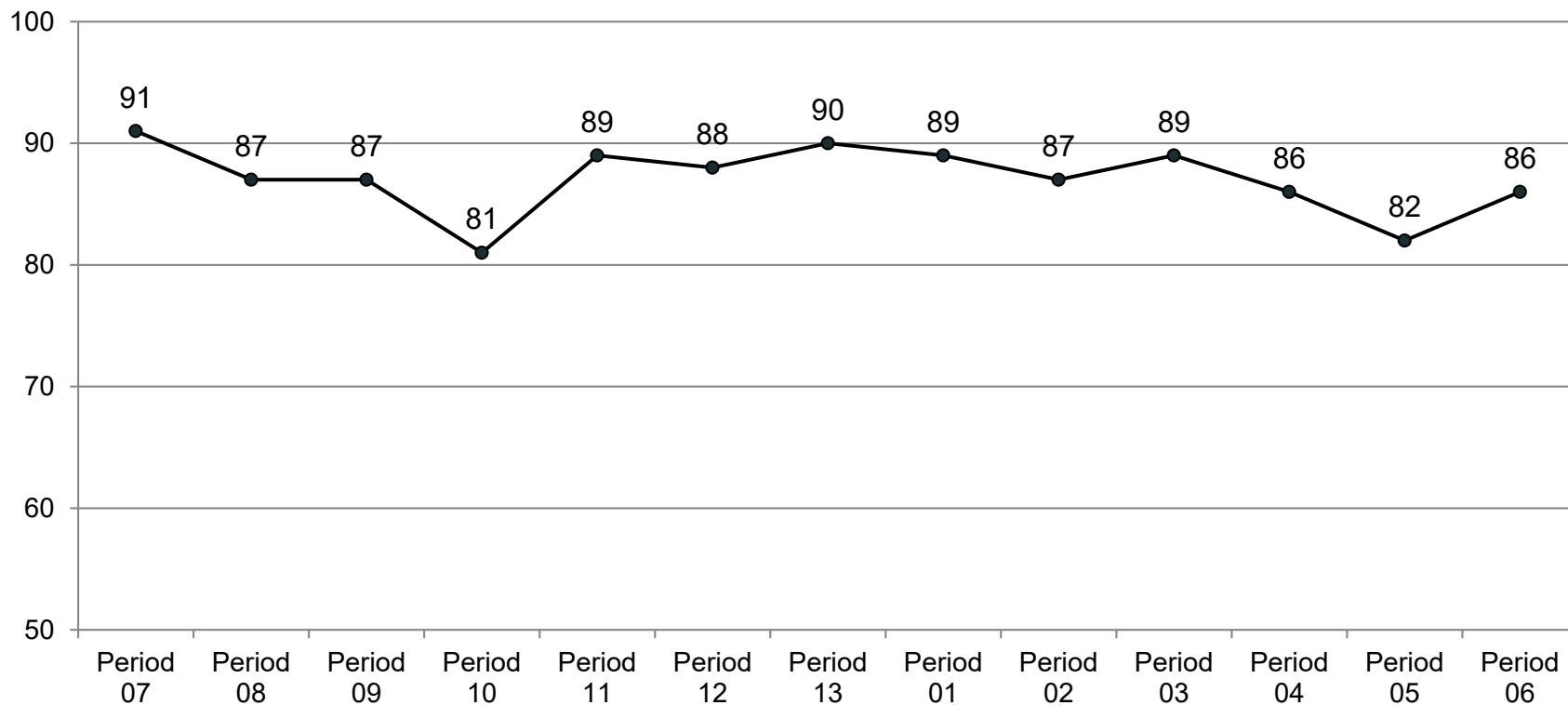
Q8a. How many stars do you give the Caledonian Sleeper for the experience overall?
Base: in brackets above



Overall rating of experience - trend

Rating of experience

Trend: % Three, four or five stars



Q8a. How many stars do you give the Caledonian Sleeper for the experience overall?



Overall rating of experience – customer comments

Very welcoming from staff. I had enquired when booking for my son with learning disabilities to look on the train. He absolutely loved it & got to sit in the driver's seat. He also got to look at the rooms & even the room he was staying in so he knew what to expect.
5 stars rating

The seats are not comfortable for sleeping. They do not feel ergonomically designed and were not able to recline sufficiently well for sleeping. The food and drink choices were very poor and were not easily accessible throughout the journey. The staff were very friendly and helpful. The cleanliness was very good.
3 stars rating

Good, clean room. Good lounge access prior to boarding the train. Breakfast on board was good.
5 stars rating

Cabin was loud even with earplugs, the train jolted a lot waking me up often and was especially bad on the top bunk. The pull-out table was missing so there was nowhere to put anything, so when our tea arrived in the morning we had to rest it on the sink. When the train jolted one of the hot drinks fell down spilling boiling water everywhere. Extremely expensive for a mid-range experience, in hindsight would have just got a hotel and taken a day train.
2 stars rating

Loved the experience but not the best night's sleep. We also arrived in Euston 15 mins before we expected to and then felt very rushed to get off the train. We would have found it easier to have clearer information about when the train was due to arrive and to have our bags ready in advance.
4 stars rating

Staff were great, even with the significant delay, but the aircon was too cold and the delay was long. The lights also came on brighter very early. It was also unclear who was allowed to use the restaurant car and I felt in the way at times.
3 stars rating

Very comfortable beds, well organised, was clean (including the shared toilets) and punctual. The only downside is that it was very expensive
4 stars rating

Comfy beds, but overfilled station lounge meant we had to stand for 40 mins before boarding train.
3 stars rating

No air conditioning in my room. It was so hot we had to hold door open. It was so hot that we were given cold water bottles by staff, and it was suggested we ask for a full refund. We only received a 25% refund to date. Also, we could not board in time because of service issues. Boarded only at departure.
1 star rating

Q8b. You rated your overall experience of the Caledonian Sleeper at x stars overall, what is the reason for this rating?
Base: All guests (746)



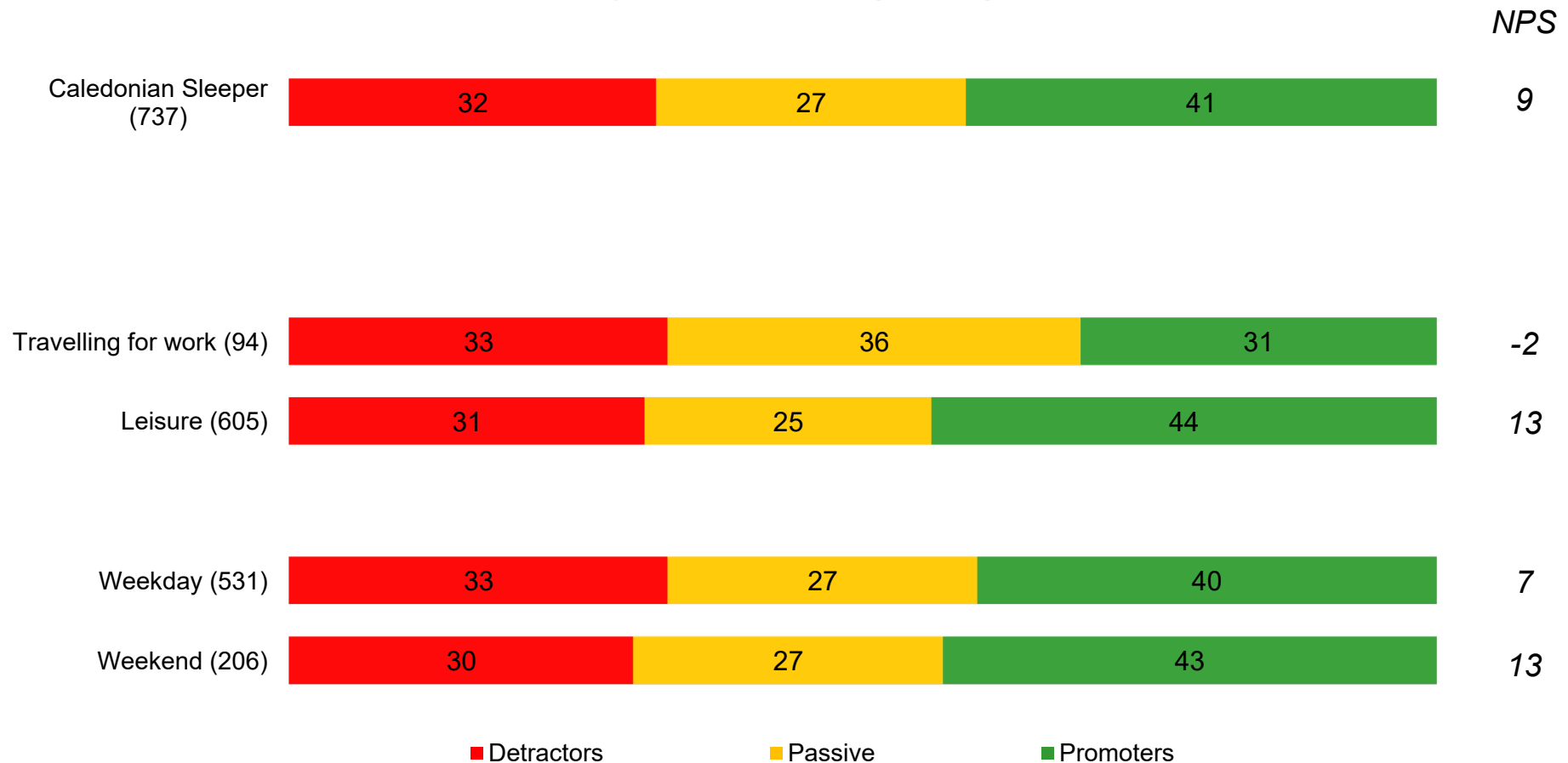
Caledonian Sleeper

Overall opinion of the Caledonian Sleeper



CALEDONIAN
SLEEPER

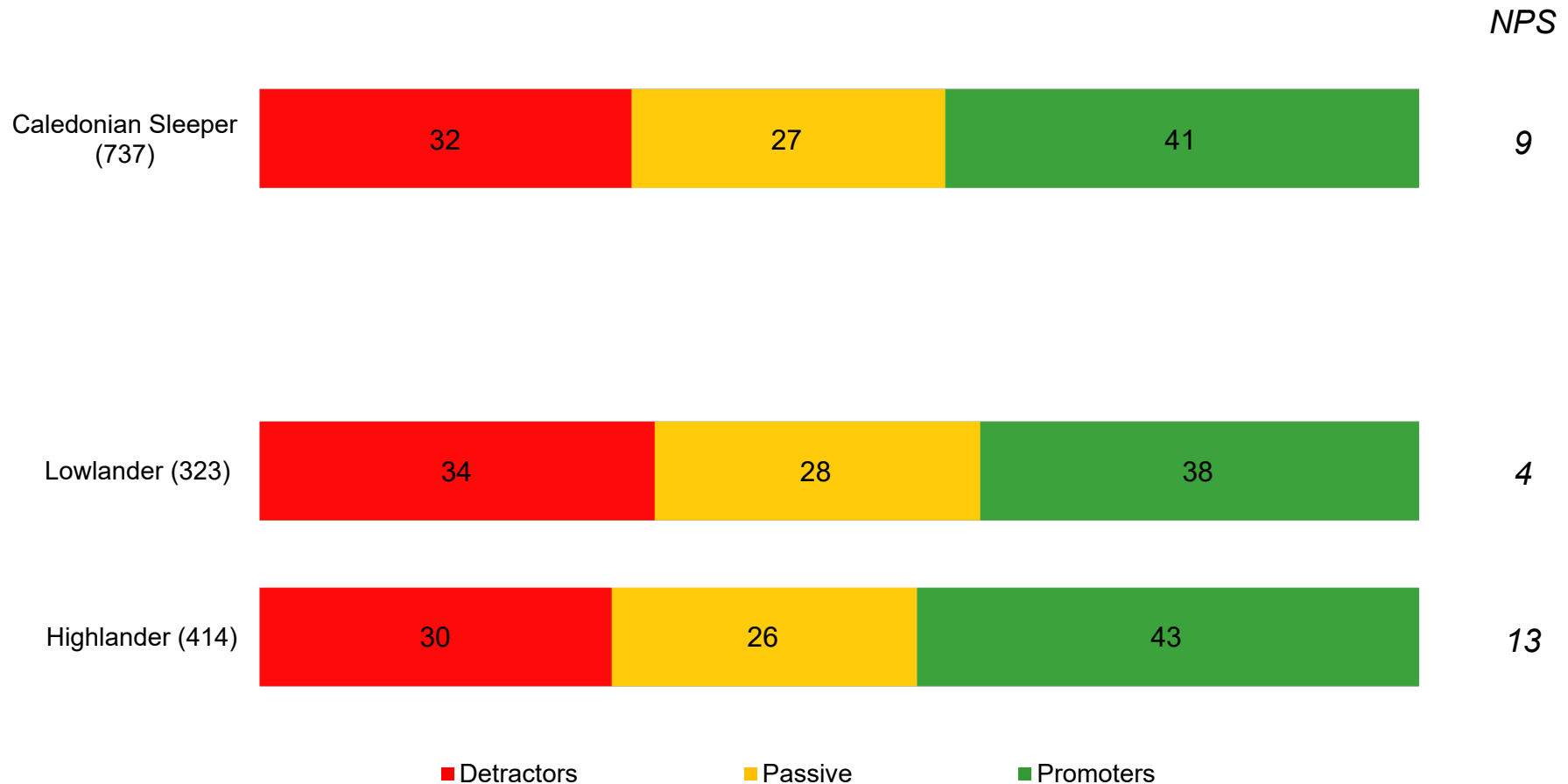
Net Promoter Score by passenger group



Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?
 Base: in brackets above – those with an opinion



Net Promoter Score by passenger group



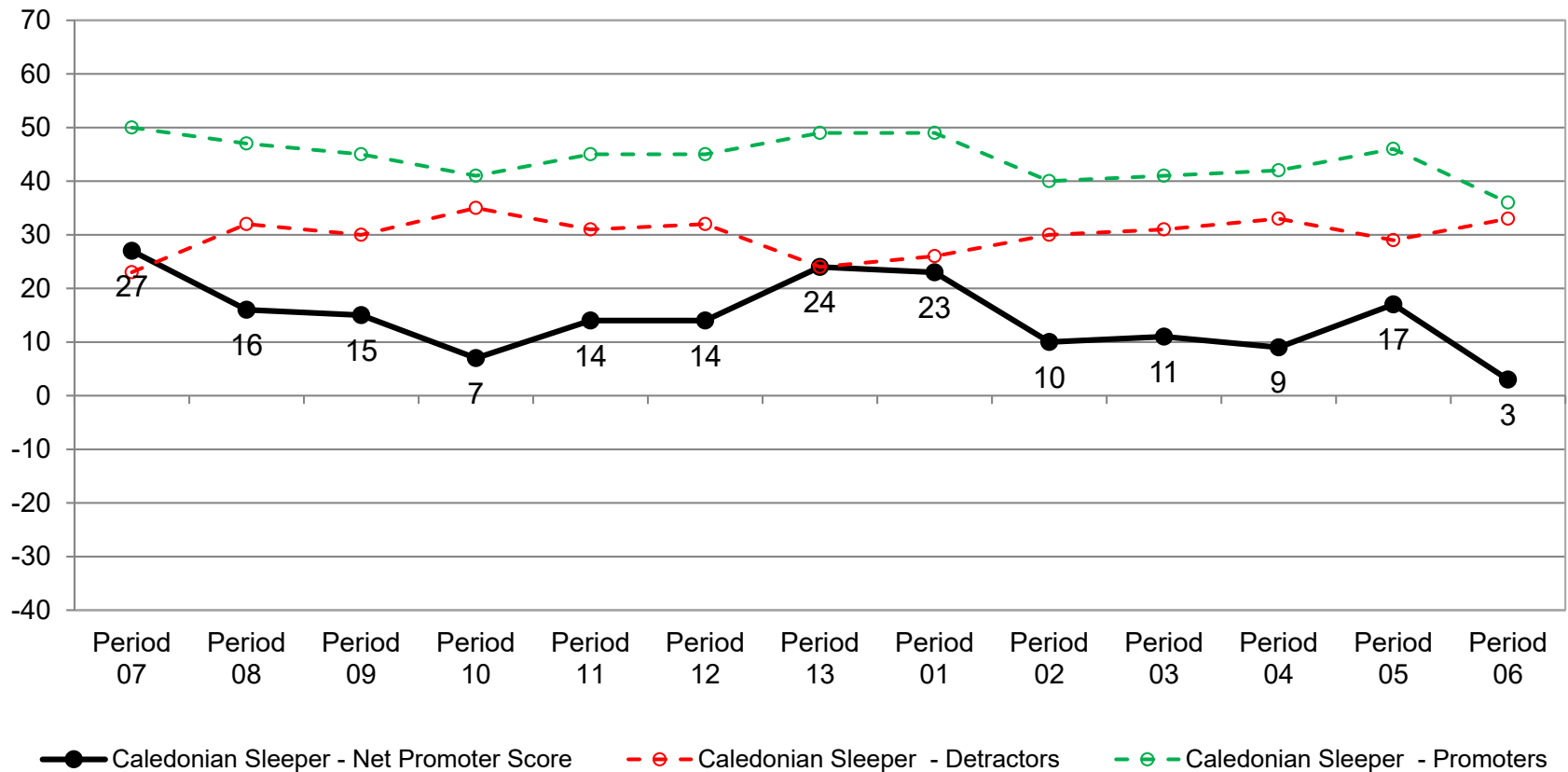
Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?
Base: in brackets above – those with an opinion



Net Promoter Score trend

Net promoter score

Trend: % promoters, detractors & Net Promoter Score



Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?
Promoters (9-10) Detractors (0-6)



Reason for Net Promoter Score – customer comments

Promoters (9-10)

We loved it. Granted, we've never done that before and the kids absolutely loved it, but I think it would be a worthwhile transport method if traveling those distances with regularity.

It was a wonderful and special experience, and the cost was reasonable to staying in a hotel overnight. A fab way to travel a long distance and have an excellent experience at the same time. I have already recommended it others, and I will absolutely use it again.

It is a convenient and comfortable way to travel to/from Scotland.

Great experience and best way to avoid flying, for environmental concerns, for a trip between London and Aberdeenshire or the Highlands.

It is a good way of travelling - you effectively gain an additional day on your visit. Also, it's an adventure!

Passive (7-8)

I think the service was overall fine and a really unique way of travelling relative to travel by air. the main issue was that I struggled to sleep which defeated the point of travelling in this way. I'm unsure if travelling a few more times I would get used to it, or if it is indeed a personal choice.

Because it is very convenient, being able to travel at a time that you would otherwise be sleeping and not wasting a day. However, I would advise under no circumstances to book a seat and would only try a cabin in the future.

If all goes well, it is excellent, but reliability of most elements of the service is too low: will you get access to the Euston Lounge?; will the Club Car have the range of food and drinks advertised?; will the staff be friendly and welcoming?; will the shower/water in your cabin work? Too many unknowns - it is a great service when it all works, but it needs focus on the little things to consistently deliver a great experience.

Detractors (0-6)

Extremely uncomfortable, expect 2 hours of low-quality sleep at most, the day of arrival you'll consequently be delirious to the point you lose any advantage of taking a night train and arriving in the morning. (Instead they should take regular rail during the day).

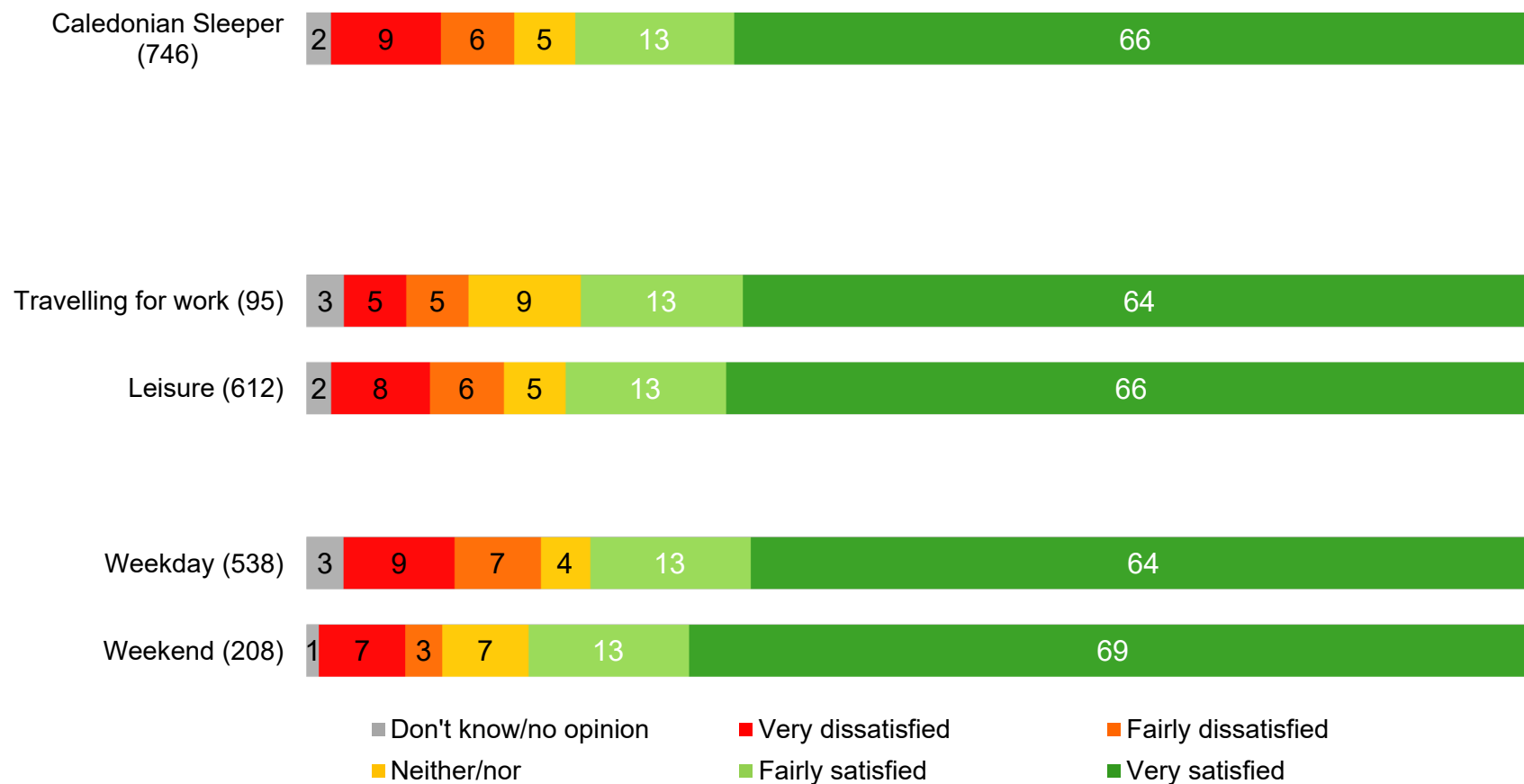
It is something that has been on my bucket list for a long time. It wasn't pleasurable. Lack of staff, an uncomfortable, cramped room and no available breakfast did not represent value for money in my opinion. I would not recommend to anyone.

Because we paid for and expected a bathroom and shower but were shocked to find out we were stuck in a room with the facilities locked out. We would NOT have travelled with you if we knew we were not going to have in room facilities. VERY disappointed to have no other choice at this point.

Q31a. On a scale of 0-10 where 0 means 'not at all likely' and 10 means 'extremely likely' how likely are you to recommend the Caledonian Sleeper to a friend or colleague?
Base: All guests with an opinion (737)



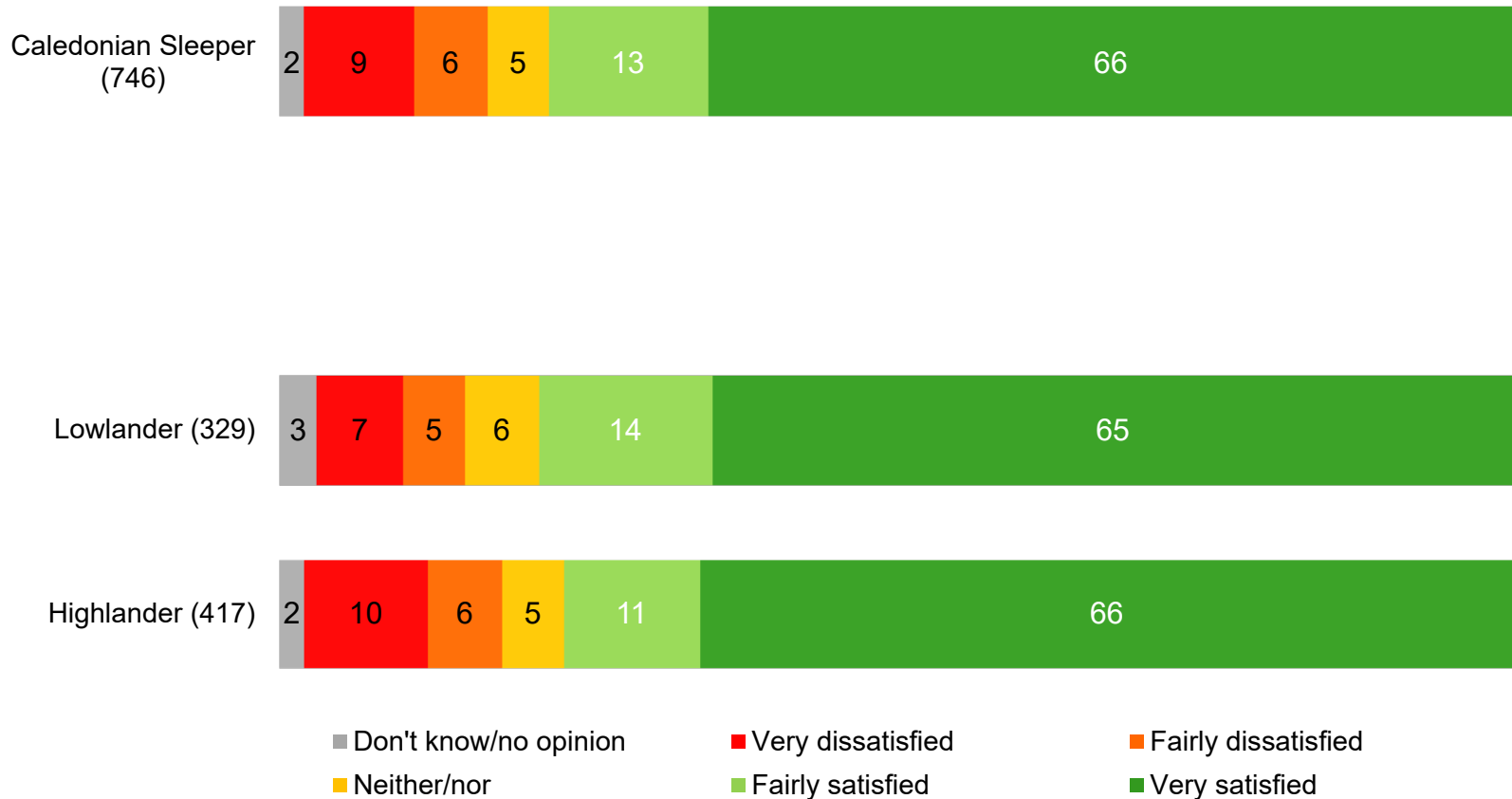
Punctuality and reliability by passenger group



Q33. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?
Base: in brackets above



Punctuality and reliability by route

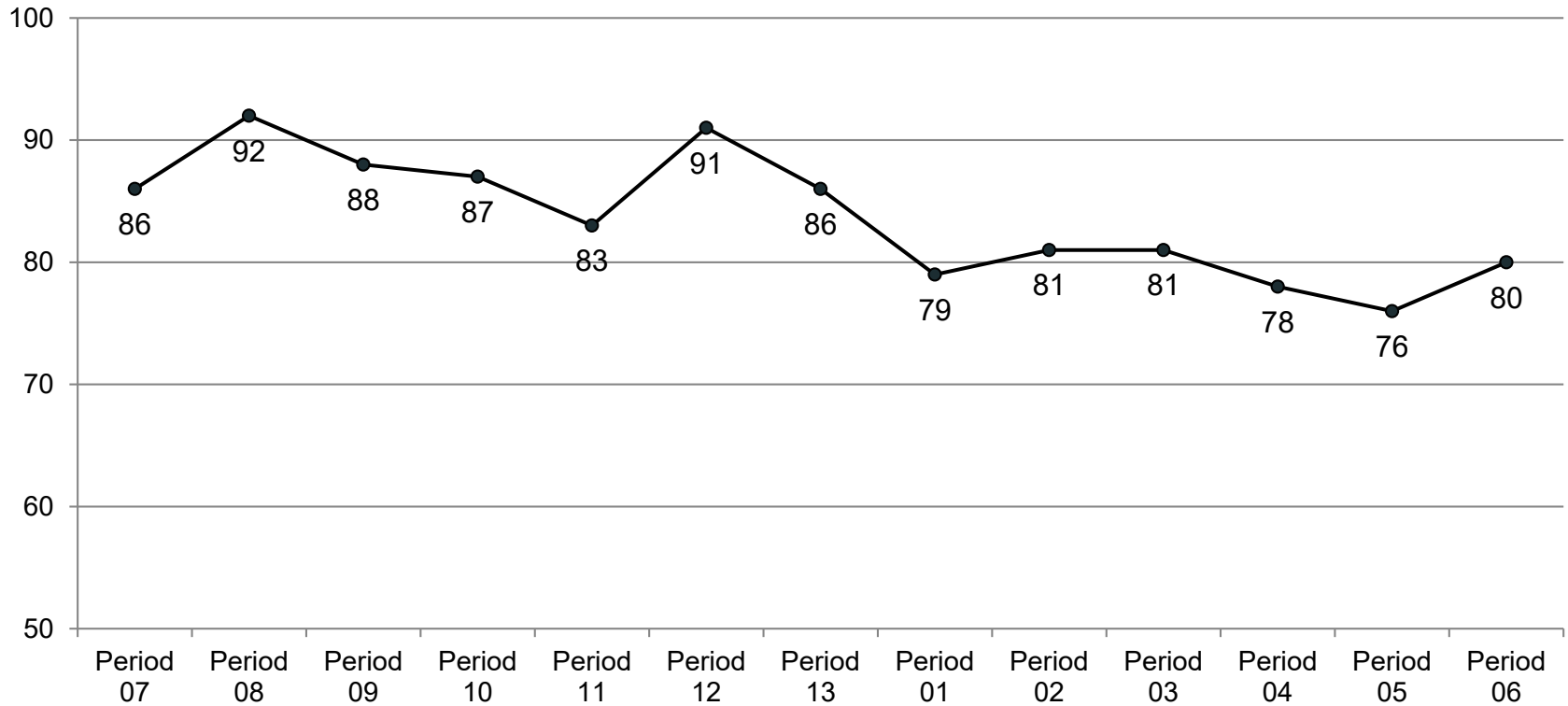


Q33. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?
Base: in brackets above



Punctuality and reliability - trend

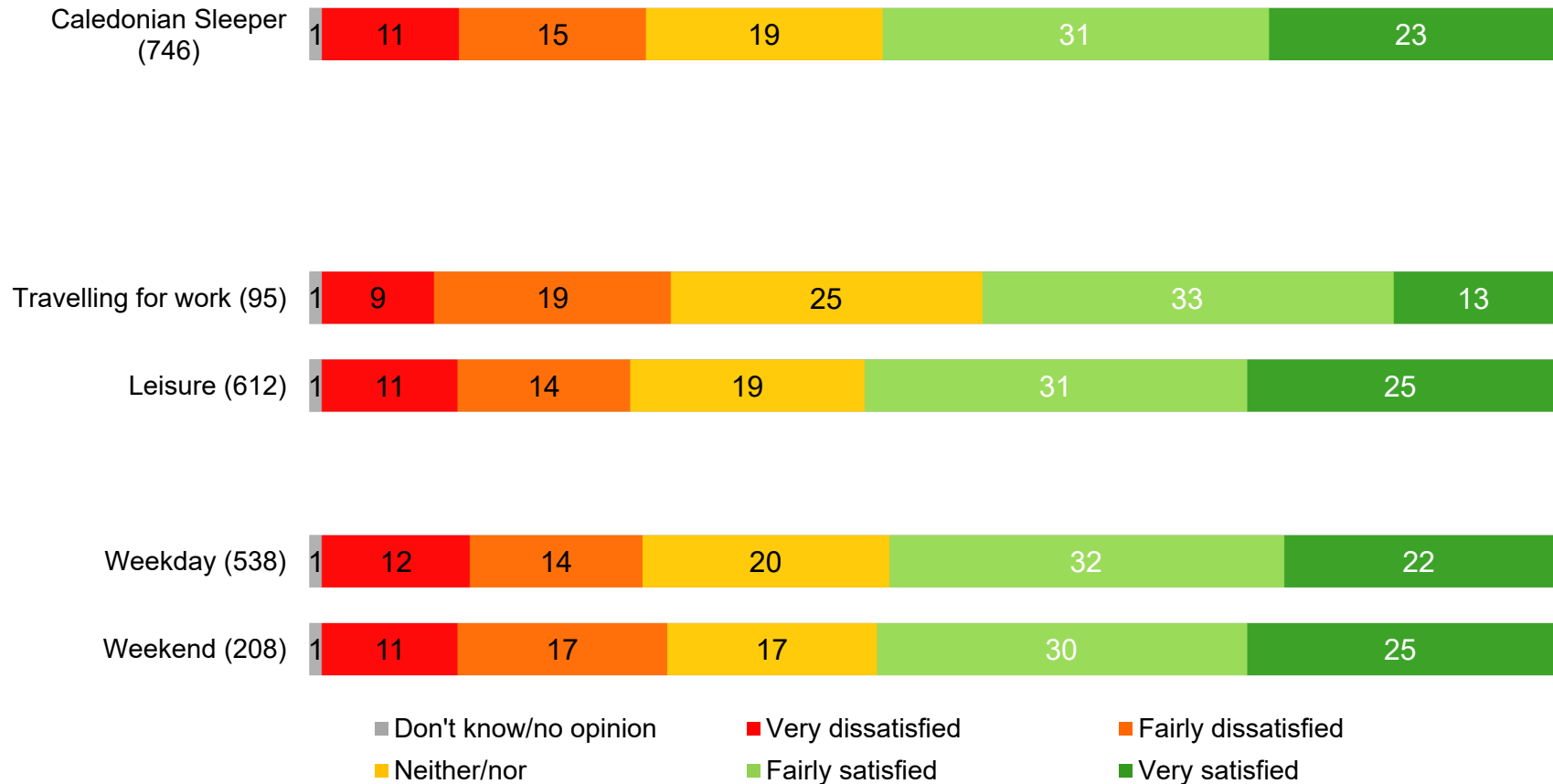
Punctuality and reliability
Trend: % very/fairly satisfied



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the punctuality/reliability (i.e. the service departing/arriving on time)?



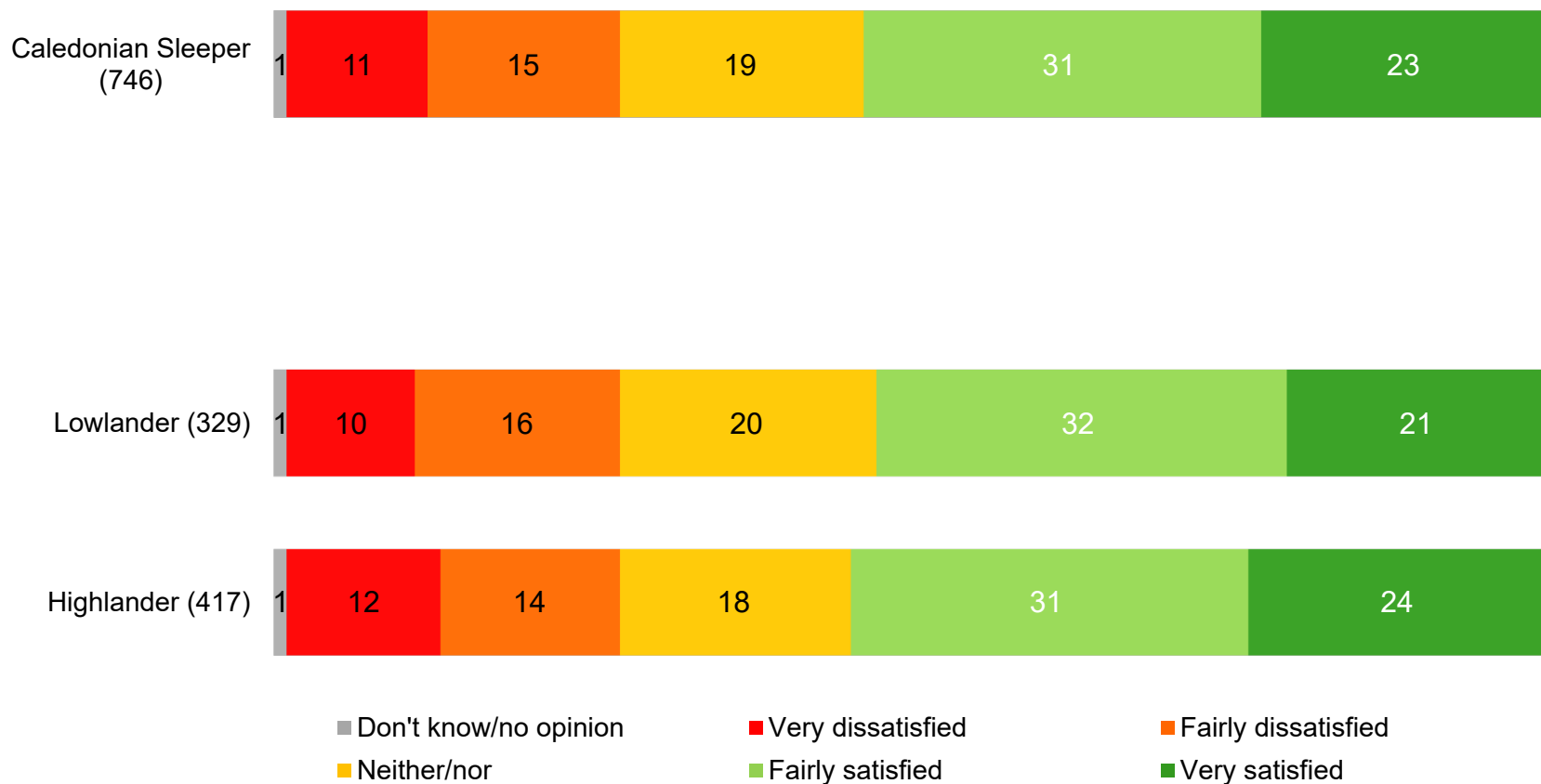
Value for money by passenger group



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?
Base: in brackets above



Value for money by route



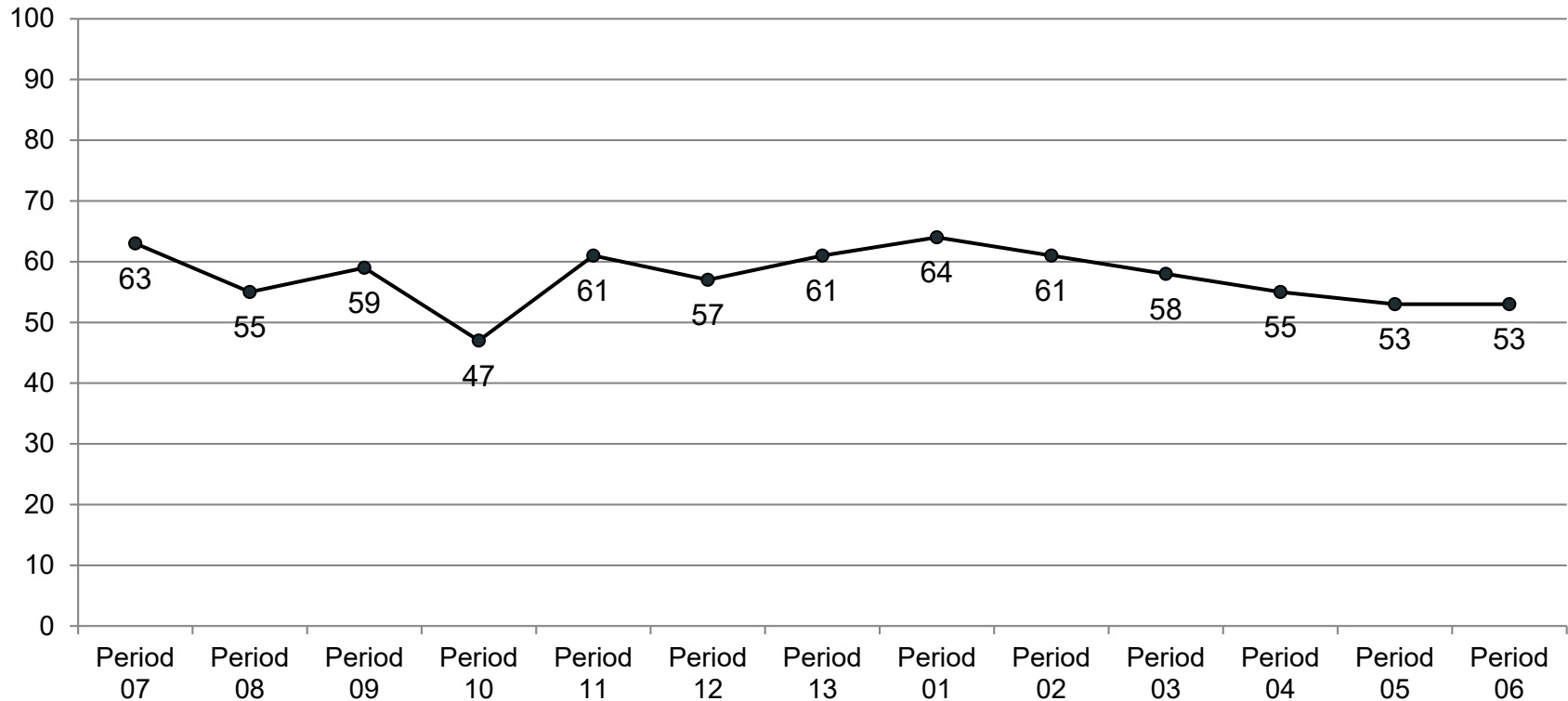
Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?
Base: in brackets above



Value for money - trend

Value for money

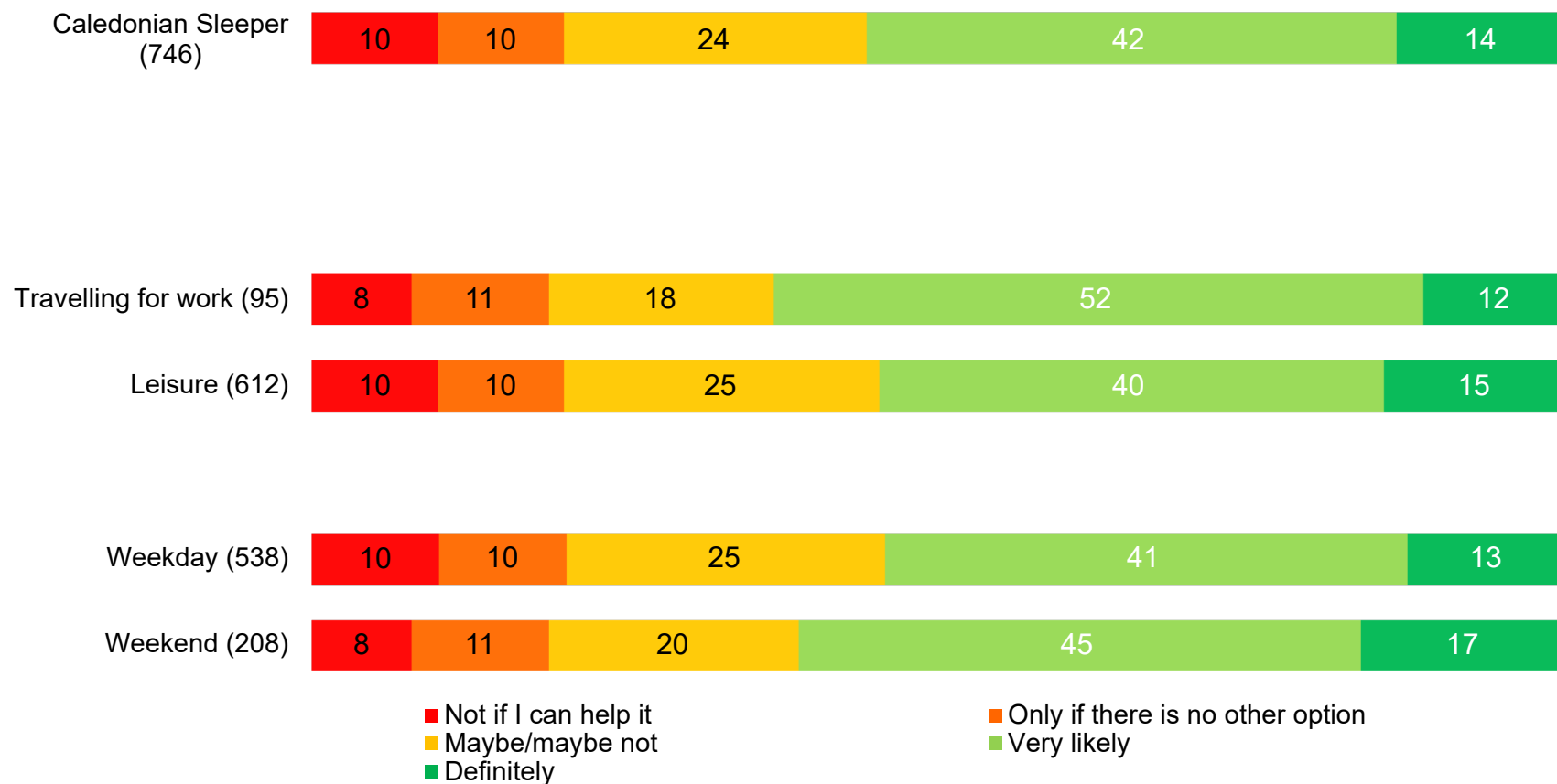
Trend: % very/fairly satisfied



Q33a. Based on your recent journey on the Caledonian Sleeper how satisfied were you with the value for money of the price you paid?



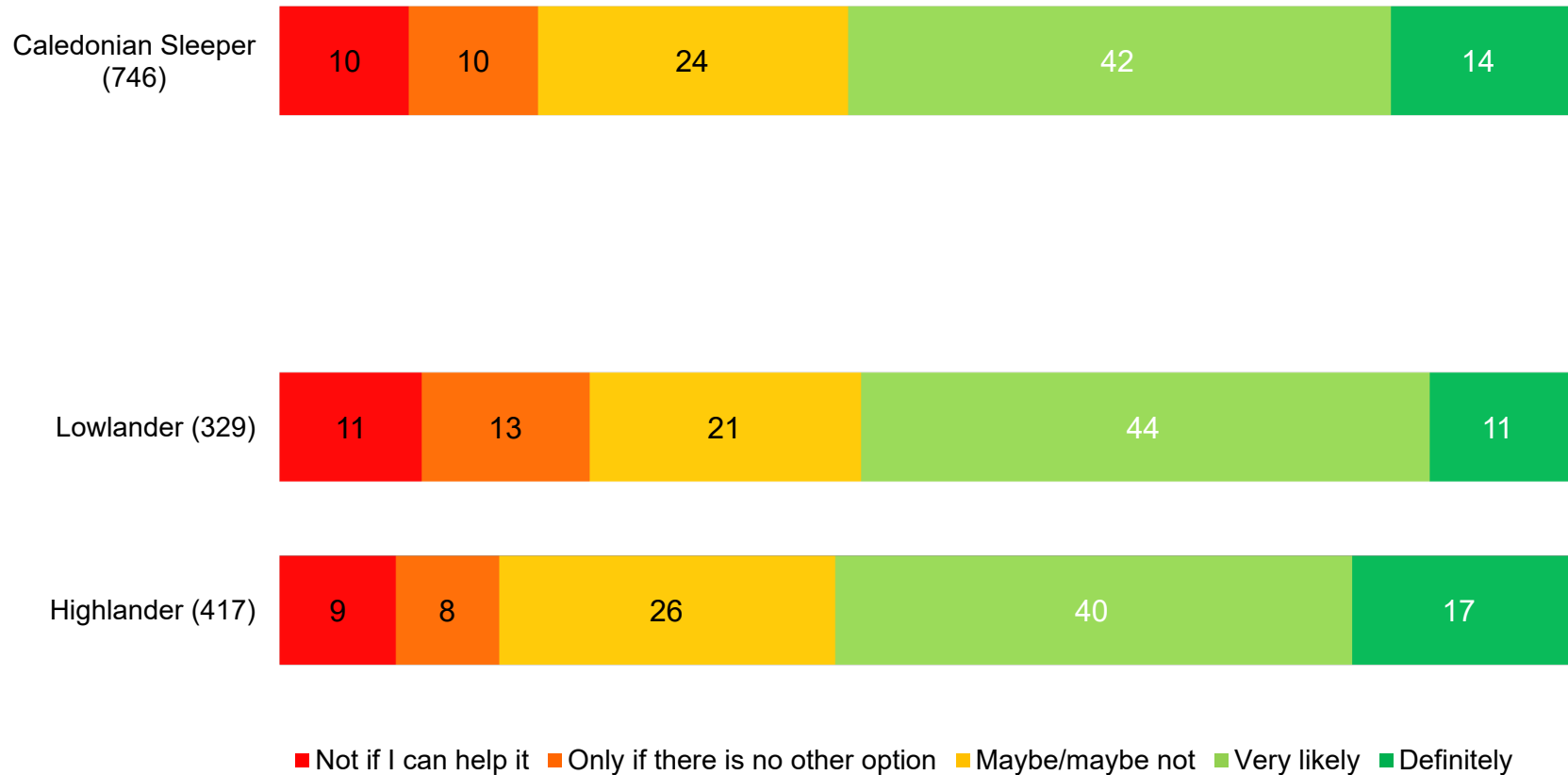
Likelihood to use in the future by passenger group



Q32a. How likely are you personally to choose the Caledonian Sleeper when travelling between Scotland and the London area (or vice versa) in the future?
Base: in brackets above



Likelihood to use in the future by route



Q32a. How likely are you personally to choose the Caledonian Sleeper when travelling between Scotland and the London area (or vice versa) in the future?
Base: in brackets above



Reason for doubt – customer comments

High cost and extremely unreliable. The hotel on wheels marketing over promises the experience and vastly under delivers. We tried the sleeper a few years had passed since we last tried and assumed the service would have improved not got worse.

Everything depends upon any journey plans that we may have. We took this journey on a whim during a holiday break visiting many other places, it was an adventure. If finances allow, we may use the service in the future.

Inability to sleep due to comfort issues means nothing meaningful got done the day of arrival. Better to take regular rail in the morning.

Because it was awful. The hole point of this was for my partner and I to have a trip up to fort William. No problem with lounge except no hot food available. Then on train no breakfast available. By text we got told only bacon rolls or sausages roll for morning in room service. To be told in club car it's only porridge. Not ok.

Cost of berth and ticket may preclude using the sleeper. Nonetheless I will always look as it is an enjoyable way to travel.

Overall experience not satisfactory. Poor food. Staff that treated you as an inconvenience.

I want to like the idea, but it is really very expensive, and the degree of comfort and quality of the experience does not justify the additional cost. If I pay several £100 for a journey, I want my cabin to be perfect, not a rolling equivalent of a run-down Travelodge with peeling stickers / bits and pieces falling apart.

It would depend on the price of a cabin as the seats were so uncomfortable I did not enjoy the experience.

We have done it now. I feel not having water supply and the quality of the food left a negative experience.

Prices are a huge factor, if it's expensive then it's a no. If, however, by some fluke it's £150 or there abouts I book it as my daughter really likes it.

The seat is reasonably priced, but you pay in quality of sleep; I'm sure the cabins are much comfier, but my wallet disapproves; if you attached a couchette car, I'd be far more likely to use it.

Considering the issues faced and the cost of the tickets it's simply not worth it. I had always been excited to try the sleeper, and it was just a real disappointment. The fact the lounge in Glasgow for the return journey was closed and the full breakfast menu wasn't available also added to the disappointment. I would choose any other type of travel before having to use the sleeper again.

Q32b. Why do you say that?

Base: All those who are doubtful that they would use the Caledonian Sleeper again (327)



Caledonian Sleeper

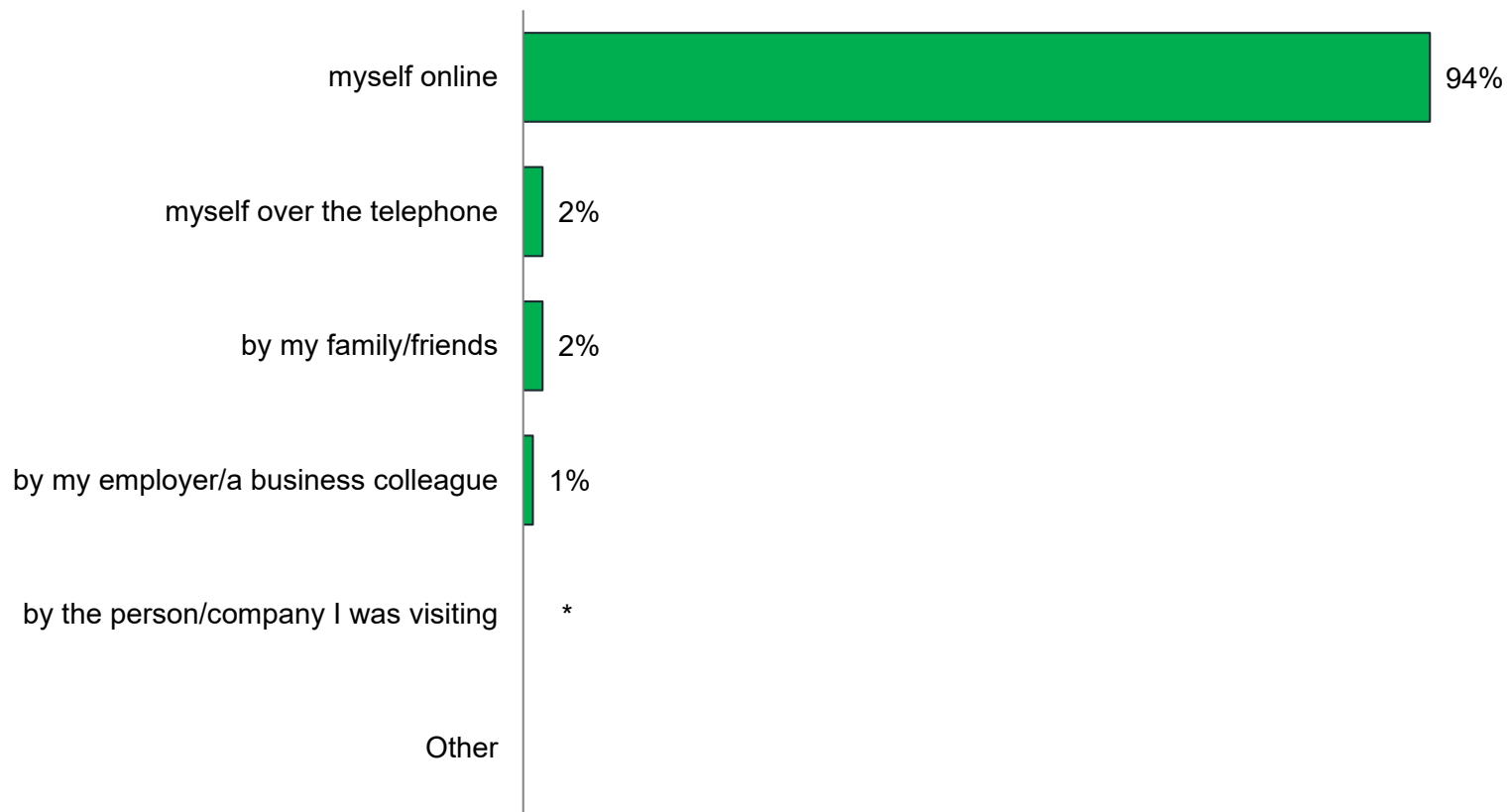
Making bookings



CALEDONIAN
SLEEPER

How booking was made

It was booked/I booked it...

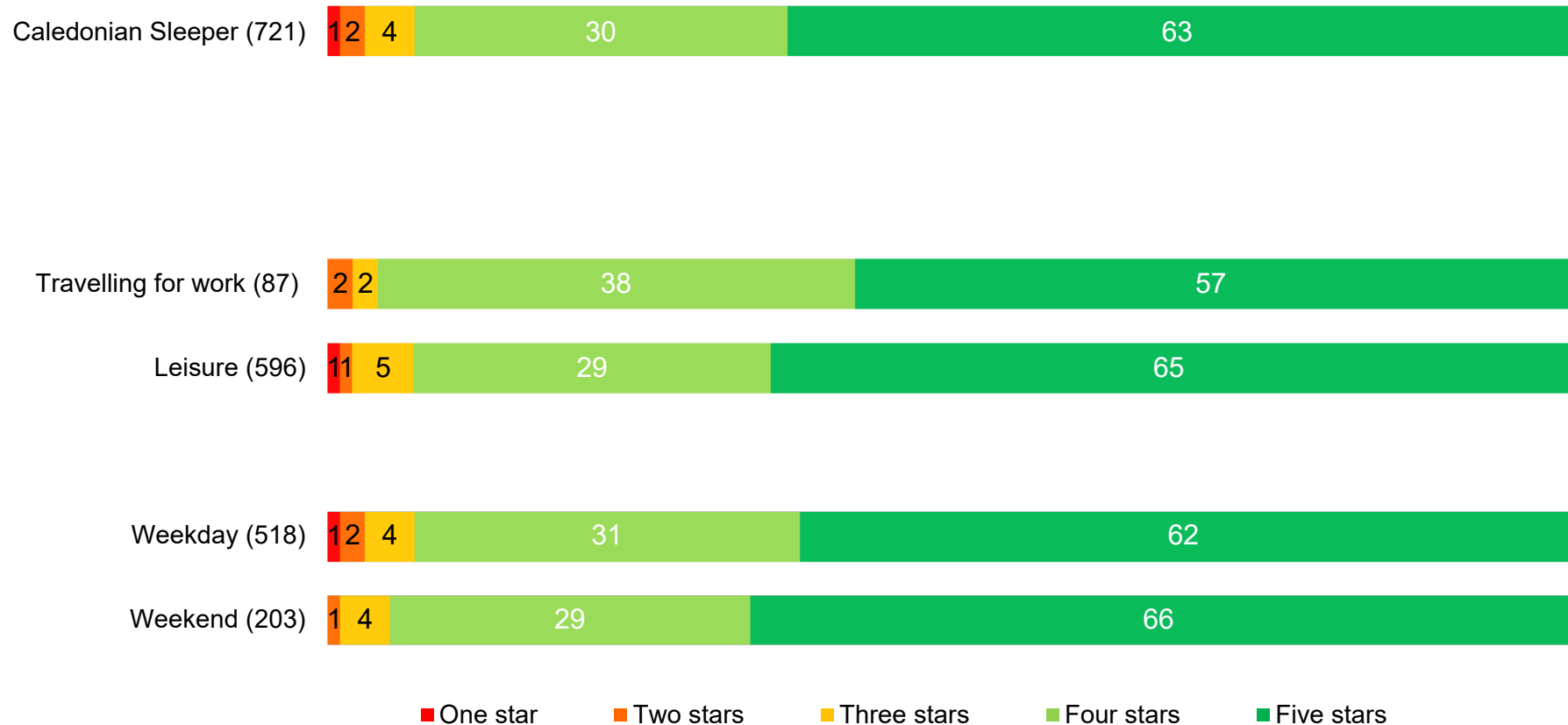


Q9 Thinking about the process for booking this journey on the Caledonian Sleeper, who made this booking?

Base: All guests (745) * Less than 1%



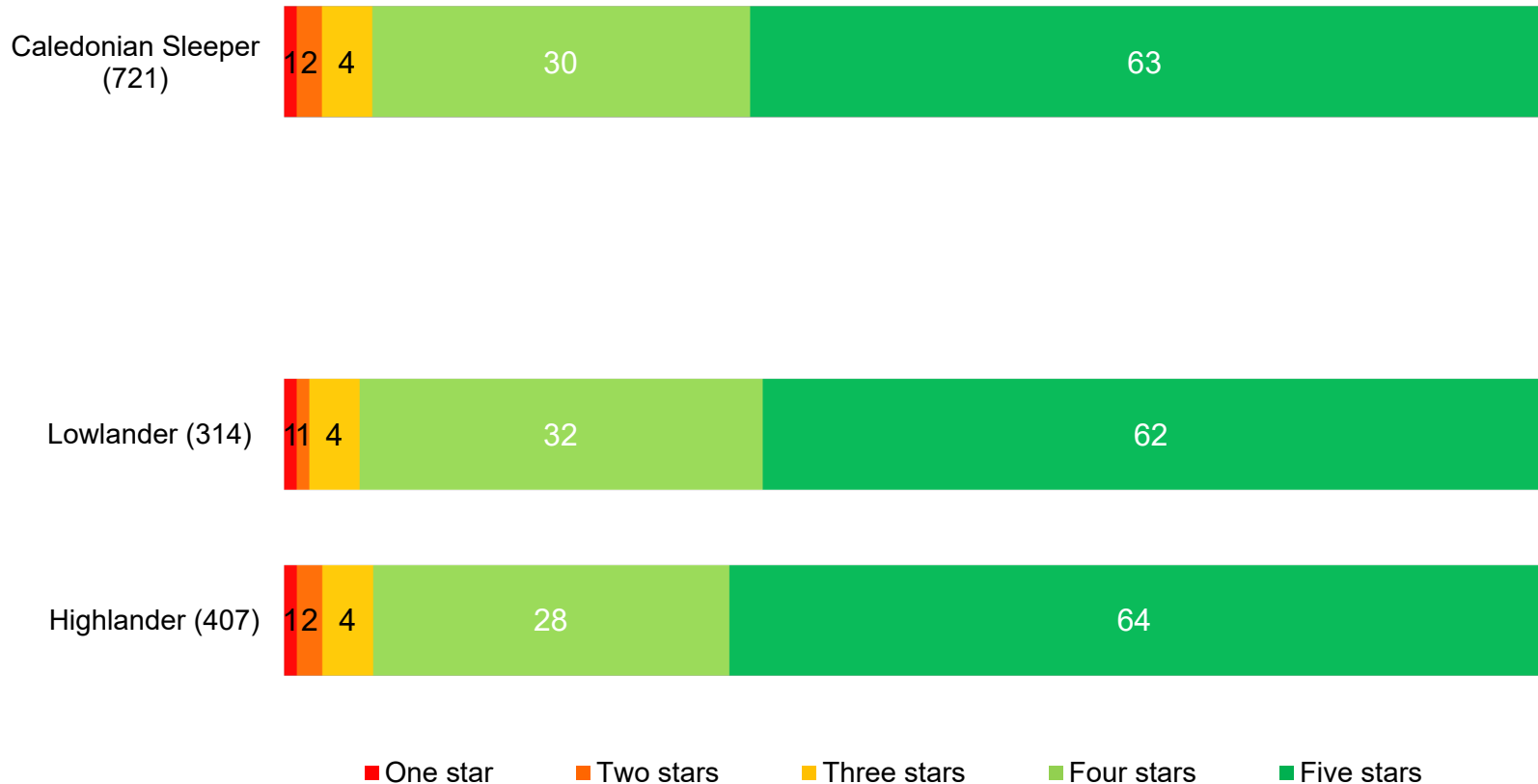
Overall rating of booking process by passenger group



Q10. How many stars do you give the Caledonian Sleeper for the experience overall?
Base: All those booking by themselves online / by telephone (in brackets above).



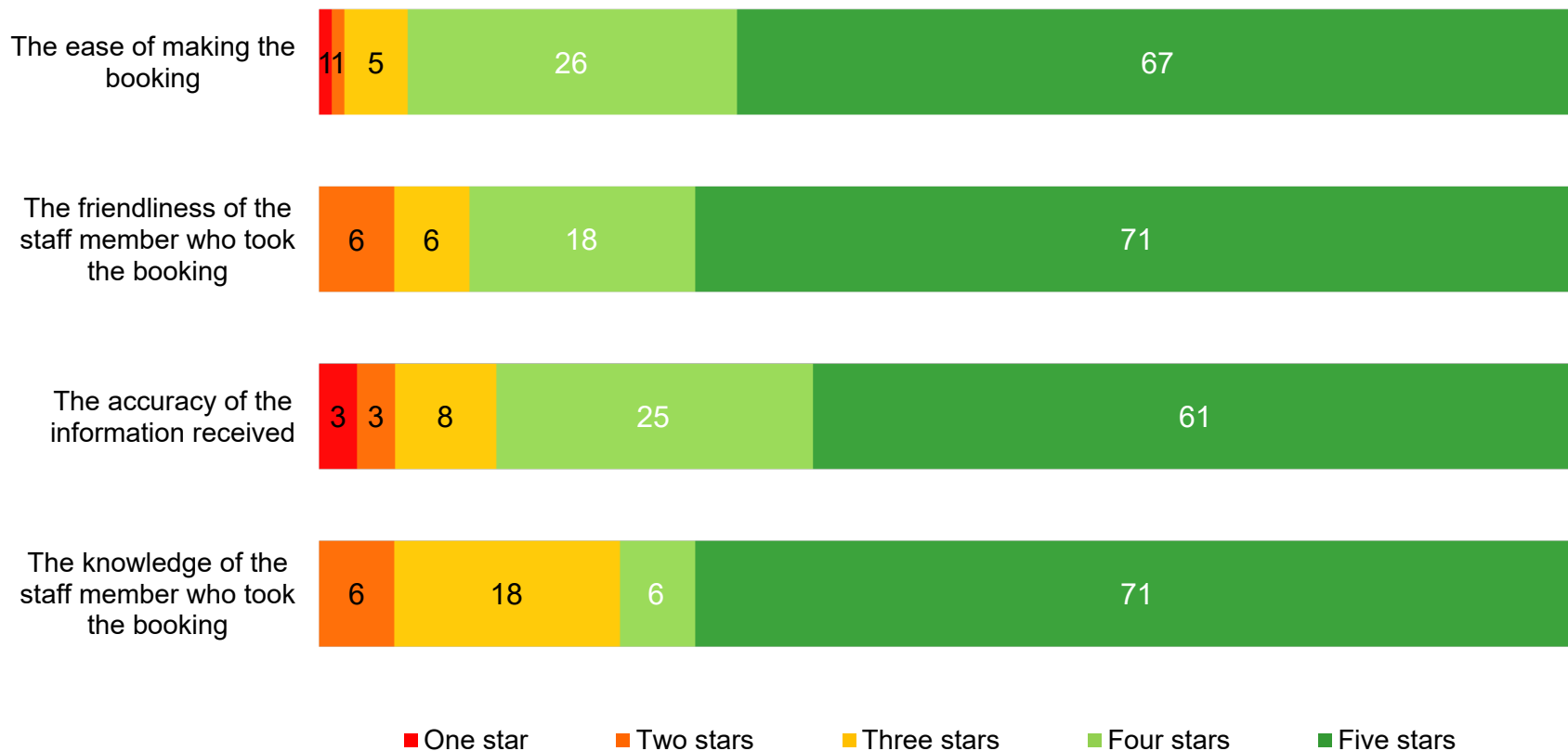
Overall rating of booking process by route



Q10. How many stars do you give the Caledonian Sleeper for the experience overall?
Base: All those booking by themselves online / by telephone (in brackets above).



Rating of booking process features



Q19. How many stars do you give the Caledonian Sleeper for..?
Base: : All those booking by themselves online / by telephone (721)



Improvements to information provided about the journey – customer comments

Remove items from the menu that you cannot assure will be provided. And live up to the expectations you set.

The way in which breakfast works on a first come first served basis should be made clearer. I had understood that guests in our cabins had priority.

More information on luggage storage. I would have booked another cabin had I known we would have to store our suitcases 3 carriages away. This was challenging as the corridors are very narrow and hard to navigate with large suitcases on a moving train.

I booked the ensuite room on the basis of water coming out of the taps and a fully functioning toilet, which we did not receive. If there was a known problem before departure this should have been communicated to us at the start/during the journey. Same for the use of disposable plates/cutlery - we overheard that this was used because the dishwasher wasn't working, but my family were not told this directly or given any apology.

Give accurate and timely text information about the dining service and deviations from schedule.

The guidance as to what luggage could fit into the room was very unclear and completely misleading because we thought we could fit our suitcases under our bed.

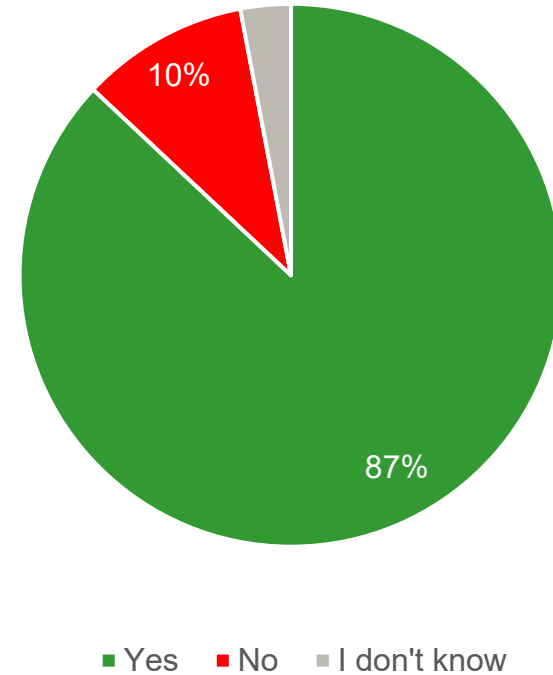
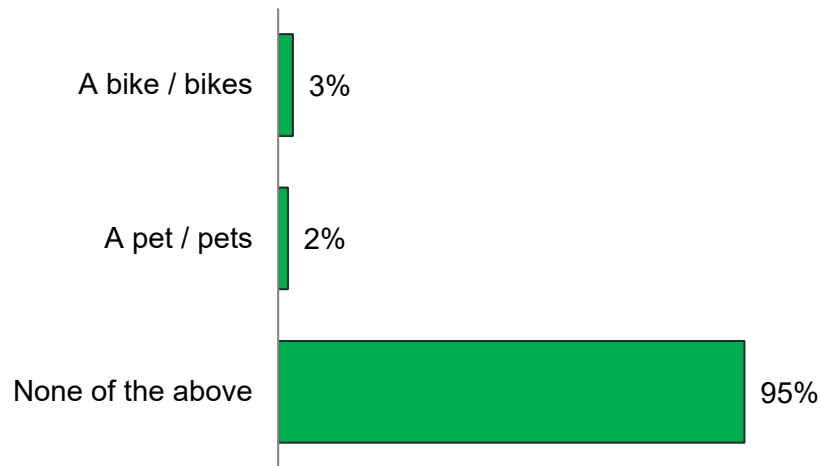
Update passengers when there is a delay!

Make it very clear on the initial page of the website what times for various destinations the lounge would accept passengers.

Q11b. What should Caledonian Sleeper do to improve the information provided?
Base: All those rating the accuracy of the information received at 1 or 2 stars (40)



Addition of bikes and / or pets to booking



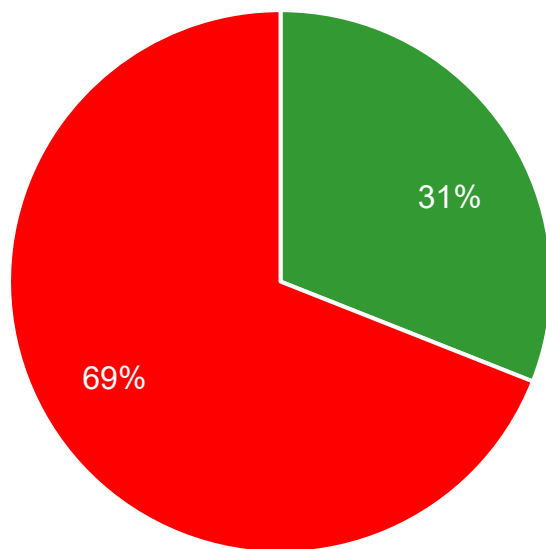
Q12a. Did you add any of the following to your booking? Q12b. Were you given all the information you required regarding travelling with a bike and / or pets when you made your booking

Base: All guests (746). All those travelling with a bike and / or a pet (31) *caution – low base



Larger luggage items

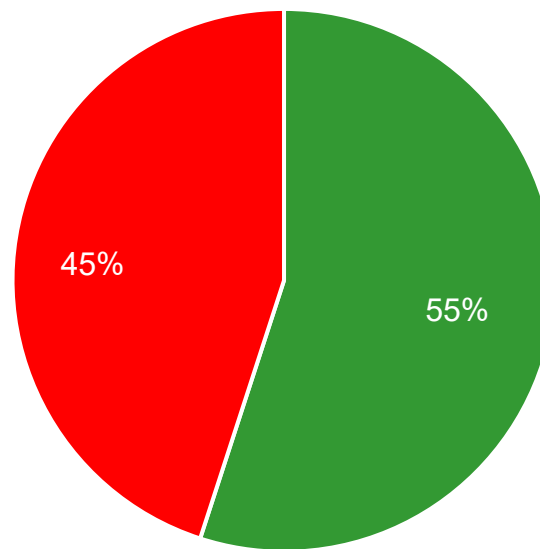
Proportion travelling with larger luggage items



■ Yes

■ No

Proportion who were informed where they could store larger items



■ Yes

■ No

Q13a. Were you travelling with larger luggage items? Q13b. Were you informed about where you could store your larger items?
Base: All guests (746). All those travelling with large luggage (229)



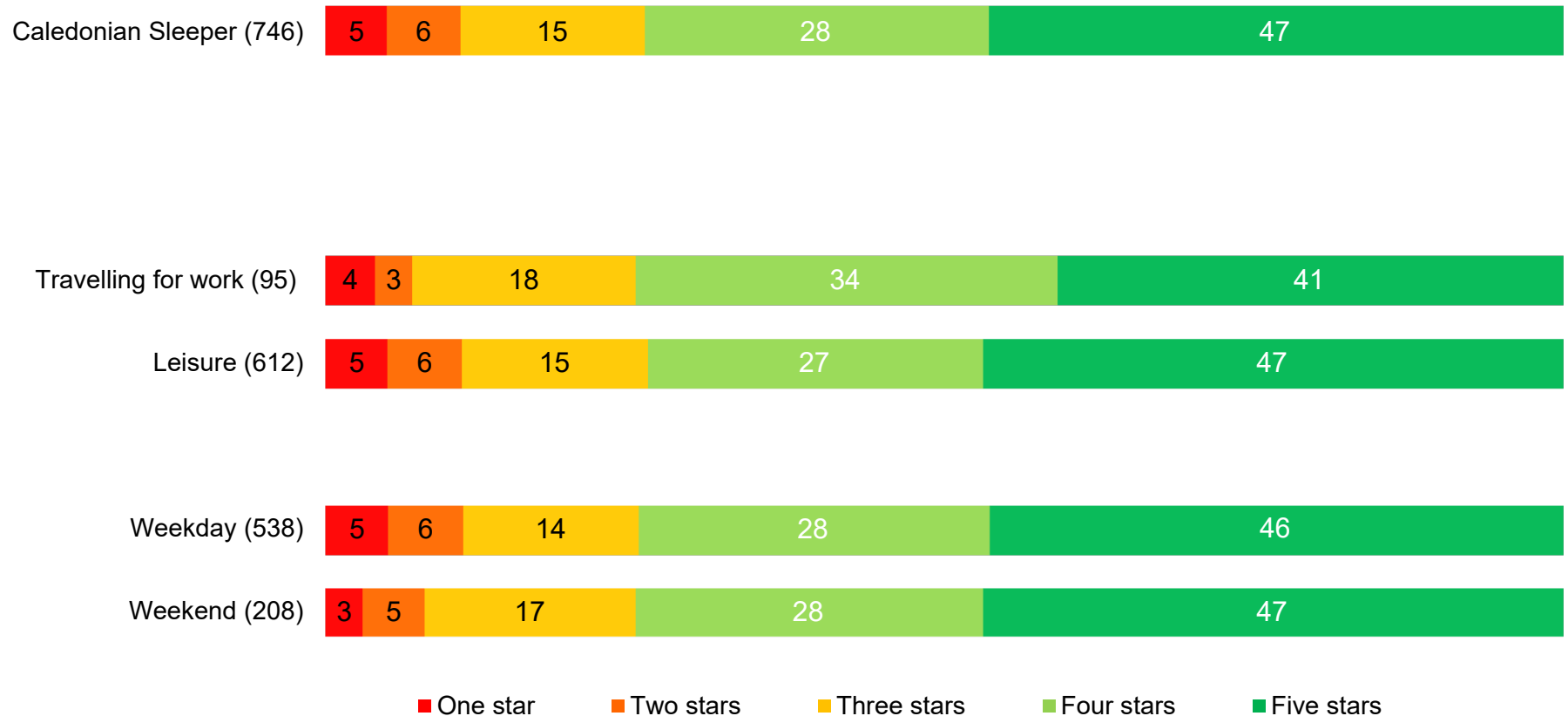
Caledonian Sleeper

Boarding and station facilities



CALEDONIAN
SLEEPER

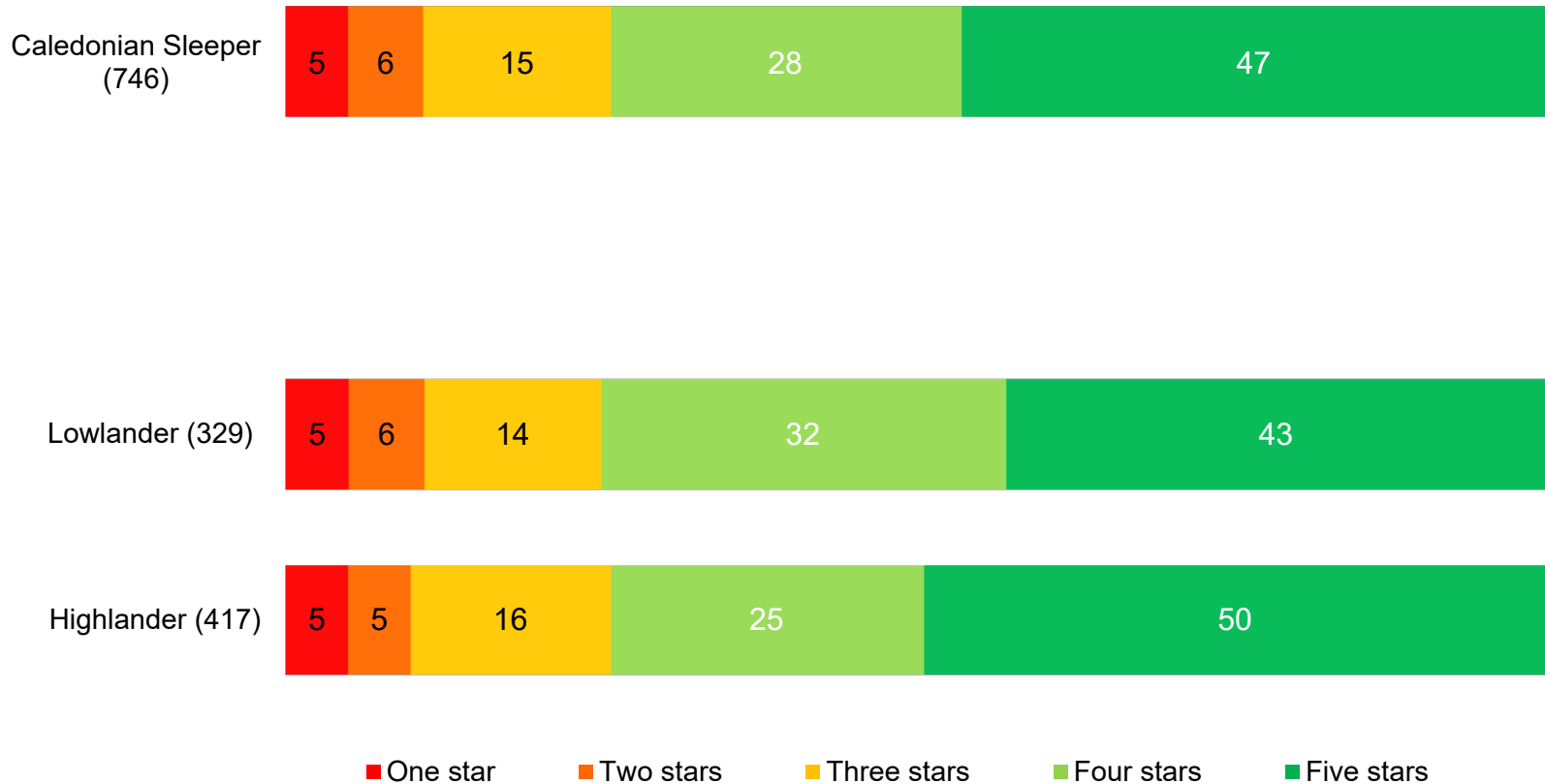
Rating of boarding experience by passenger group



Q14a. How many stars would you rate the overall boarding experience?
Base: In brackets above.



Rating of boarding experience by route



Q14a. How many stars would you rate the overall boarding experience?

Base: In brackets above.



How can Caledonian Sleeper improve the boarding process? – customer comments

Guide passengers to their coach and be calm and helpful when asked any questions Smile!

Clearer instructions from staff.

I feel there should be a member of staff on the station platform to advise passengers where best to wait based on their destination, and to advise how they will be able to get into their room! Also, none of this information was provided in the booking email

I was travelling with a child with a sunflower lanyard, and we were not allowed to board the train until 22.30h, which was extremely inconvenient. My suggestions are: 1) allow children to board early 2) allow users with a lanyard to board even earlier 3) add the option to select quiet rooms - that is, where travellers keep noise at minimum.

We were told to leave the Avanti lounge as the train was boarding. We all went to the train and there was no one at the gates which were open. So we went to our room thinking the key would be there. No one. So we walked all the way back to the gate which was now staffed and we collected our key. Improvement? Either have someone as you go into the lounge...or staff the gate when the lounge says the train is boarding.

Expand access to the Guest Lounge (you are told a Club Room includes access but 3 times recently between 1930 and 2030 hrs [I've been] told lounge is full. Staff attitude to guests needs to improve - advertised as a unique and special way to travel, but staff too often treat it as just a necessary process.

Clearer signage and queue management.

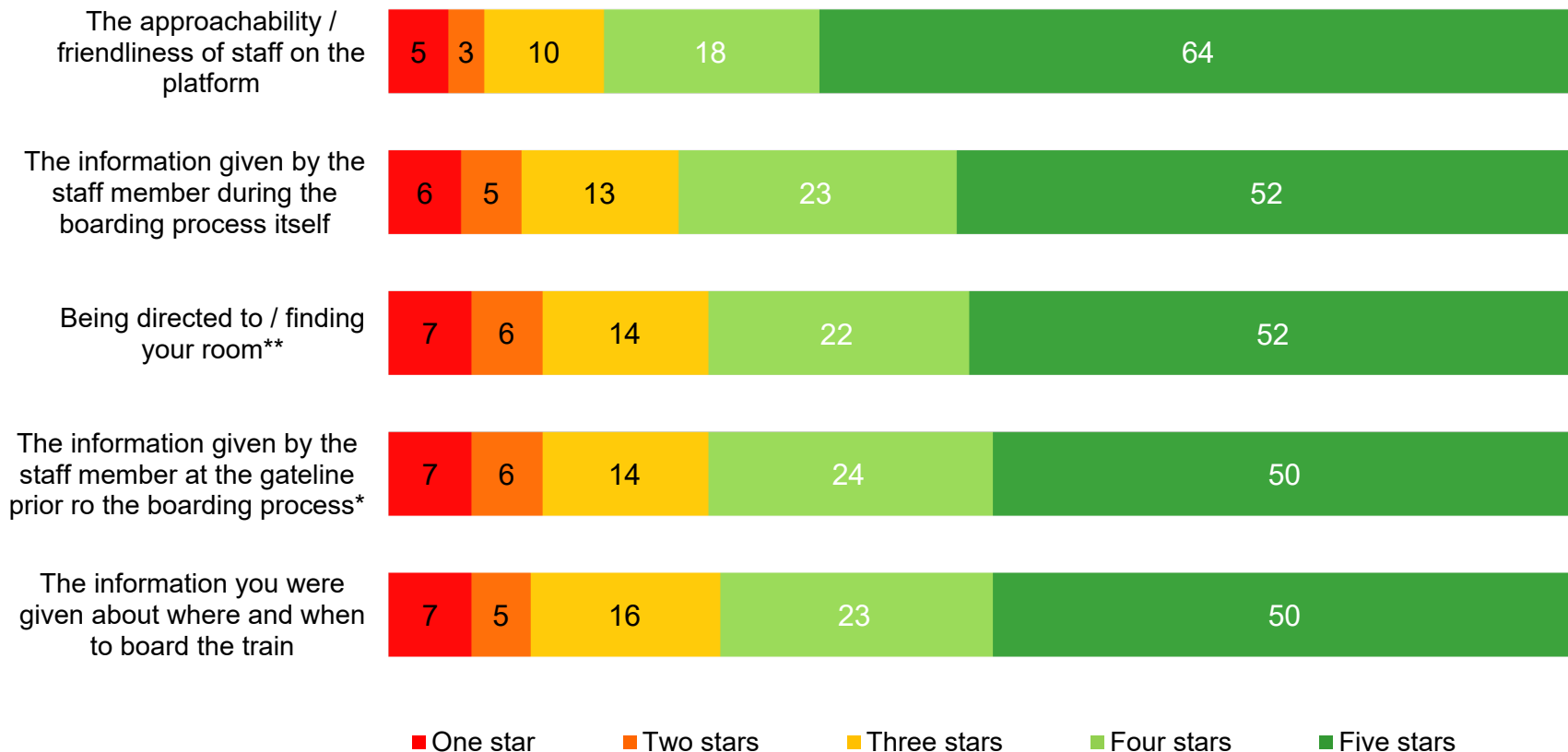
There needs to be some order to the queuing, the tickets should be phone accessible, the coaches should be better marked, the need to get a key card should be highlighted, the staff could smile.

Provide accurate information when boarding delayed. Make it clear how and where to obtain cabin keys. Provide adequate staff on platform during boarding.

Q14c. How can Caledonian Sleeper improve the boarding process?
Base: All rating the boarding process at 1 or 2 stars (78)



Rating of boarding experience features



Q14b. How many stars do you give the Caledonian Sleeper for..?

Base: All guests (746). * Those travelling from Aberdeen, Fort William, Inverness, Edinburgh, Glasgow, London (674). ** Those who booked a room (563)



How might staff at the gateline and during the boarding process have provided a better service? – customer comments

They could have communicated better and not just standing, waiting to be asked. Especially when it was proposed start of boarding and boarding had not started. They could have given the information to the passengers rather than just standing at the gate to turn away people trying to board, giving them little or no info.

Some information about how the journey would progress (like our stop in Edinburgh) and also just basic instructions like how to recline the seat etc.

Being polite, directing us to our carriage. Providing accurate information.

The only person we saw to talk to was when we accessed the guest lounge and they provided our keycard. There were no other staff that discussed any aspect of boarding, where our cabin was or any other aspect of boarding. It was all very self-serve. The only boarding directions received were via the tannoy announcements. Based on that I would say you need more staff available and failing that better instructions to passengers in terms of boarding.

They might have given the rough placement of our carriage along the platform, and where the club car was in relation to our room.

No one greeted us. No one told us where we needed to board. No one told us we needed key cards. Being that this was our first time traveling we felt a bit lost and no one seemed to help.

There was no staff at the gateline that I could see. The gates just opened and everyone rushed forward to the little podium past the gateline. In terms of better info, the lady that checked me in said that my suitcase might fit under the bed (it did not even fit down the hallway let alone under the bed) so I ended up taking it all the way to my cabin in the furthest car just to take it all the way back to the storage area at the very rear of the train. No direction was given as to where my car was located so it took longer to find the car.

Explained how to access the carriages at the end of the train that were beyond the edge of the platform. The boarding process felt rushed and a bit chaotic. I had to struggle through 2 carriages with my luggage to reach my room. Staff seemed to be prioritising passengers travelling in the seated carriages rather than assisting everyone.

Q14d. How might the staff at the gateline / on the platform have provided a better service to you?

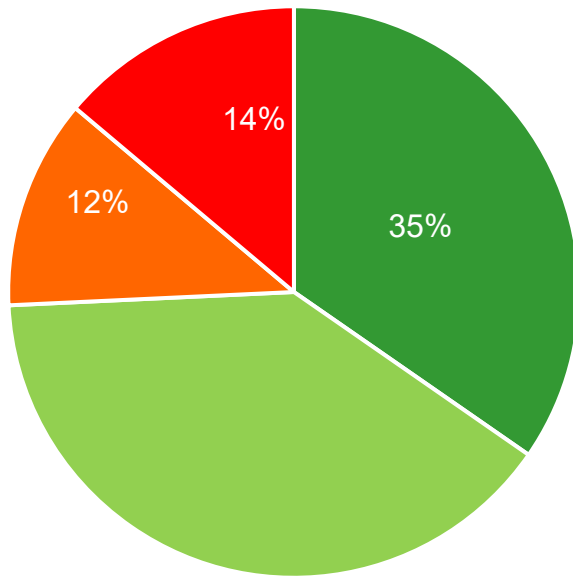
Base: All who rated the information given by the staff member at the gateline or the information given by staff during the boarding process itself at 1 or 2 stars (119)



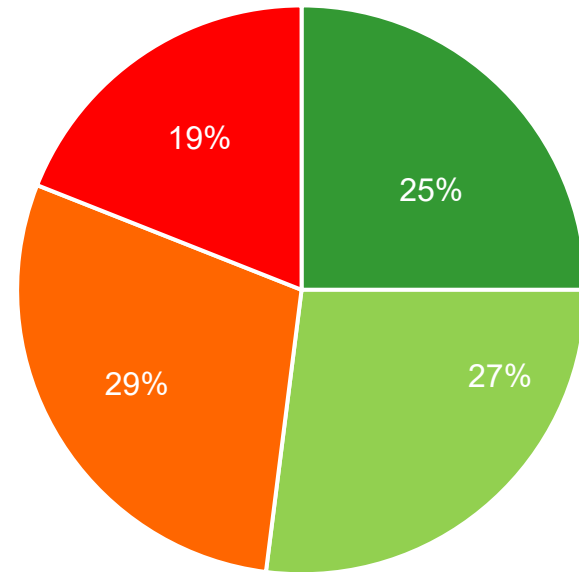
Rating of staff on the platform

Q14e. Thinking about the staff member on the platform, how good or poor were they in taking the time to...

Show you to your seat



Explain the facilities that were available to you

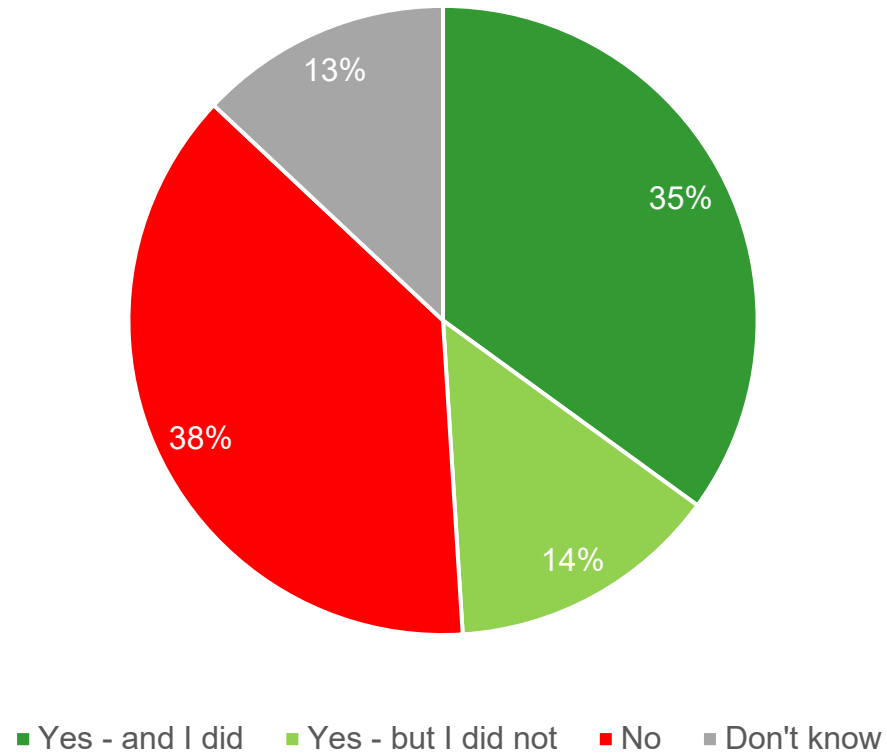


■ Excellent ■ Good ■ Poor ■ Very Poor

Base: All seated guests (182)



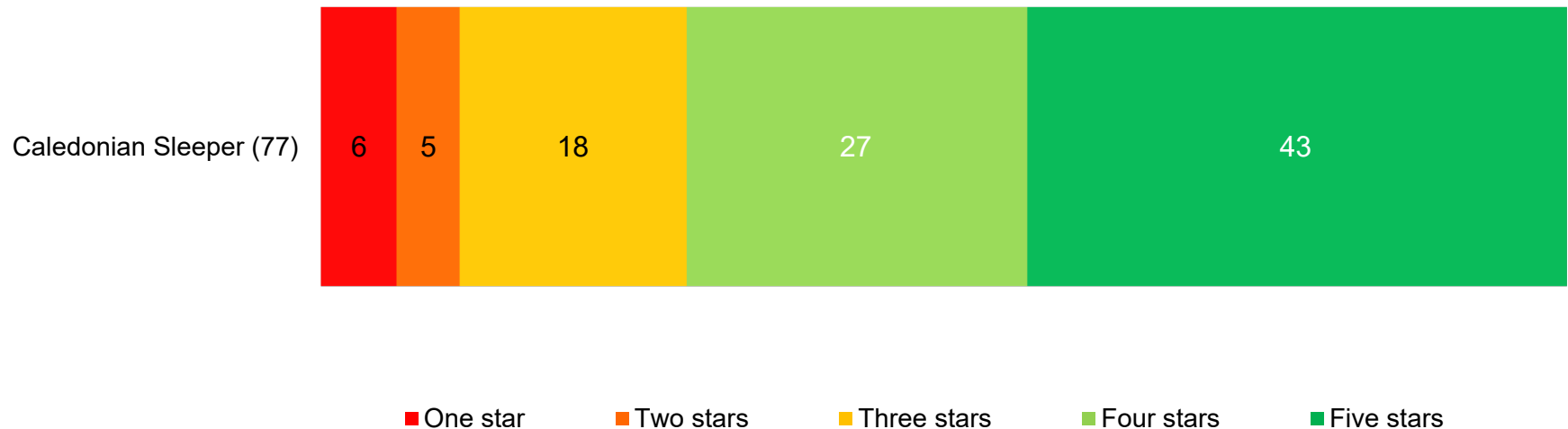
Use of guest lounge



Q15a. Were you entitled to use the Avanti / LNER / Scotrail / Caledonian Sleeper lounge at the station in x?
Base: All travelling from Aberdeen, Edinburgh, Fort William, Glasgow, Inverness, or London (674)



Rating of experience of using the guest lounge on departure in Aberdeen, Edinburgh, Fort William or Glasgow

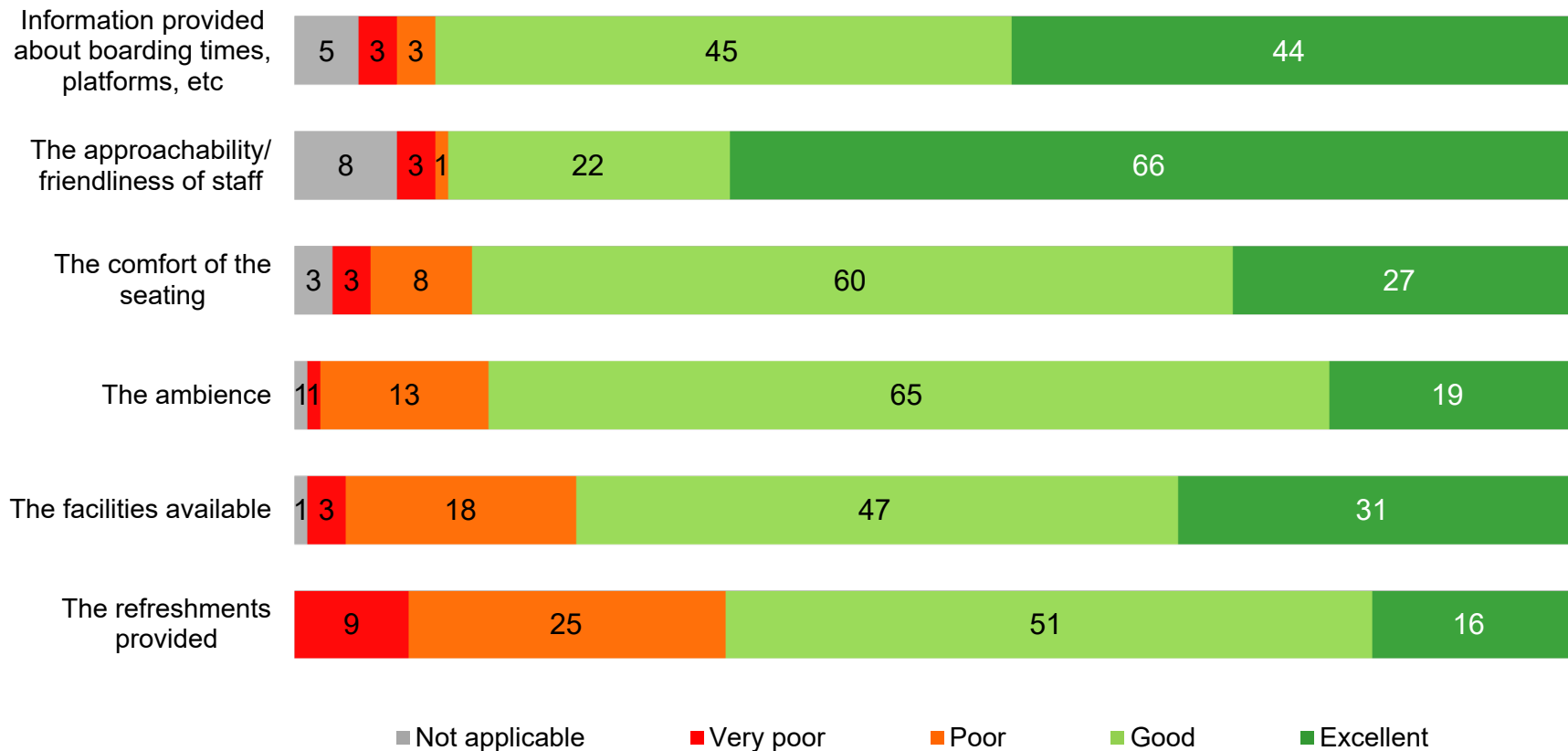


Q15b. How many stars would you rate the overall experience of using the lounge at the station in x?

Base: All those using the lounge at the departure station in Aberdeen / Edinburgh / Fort William / Glasgow (in brackets above).



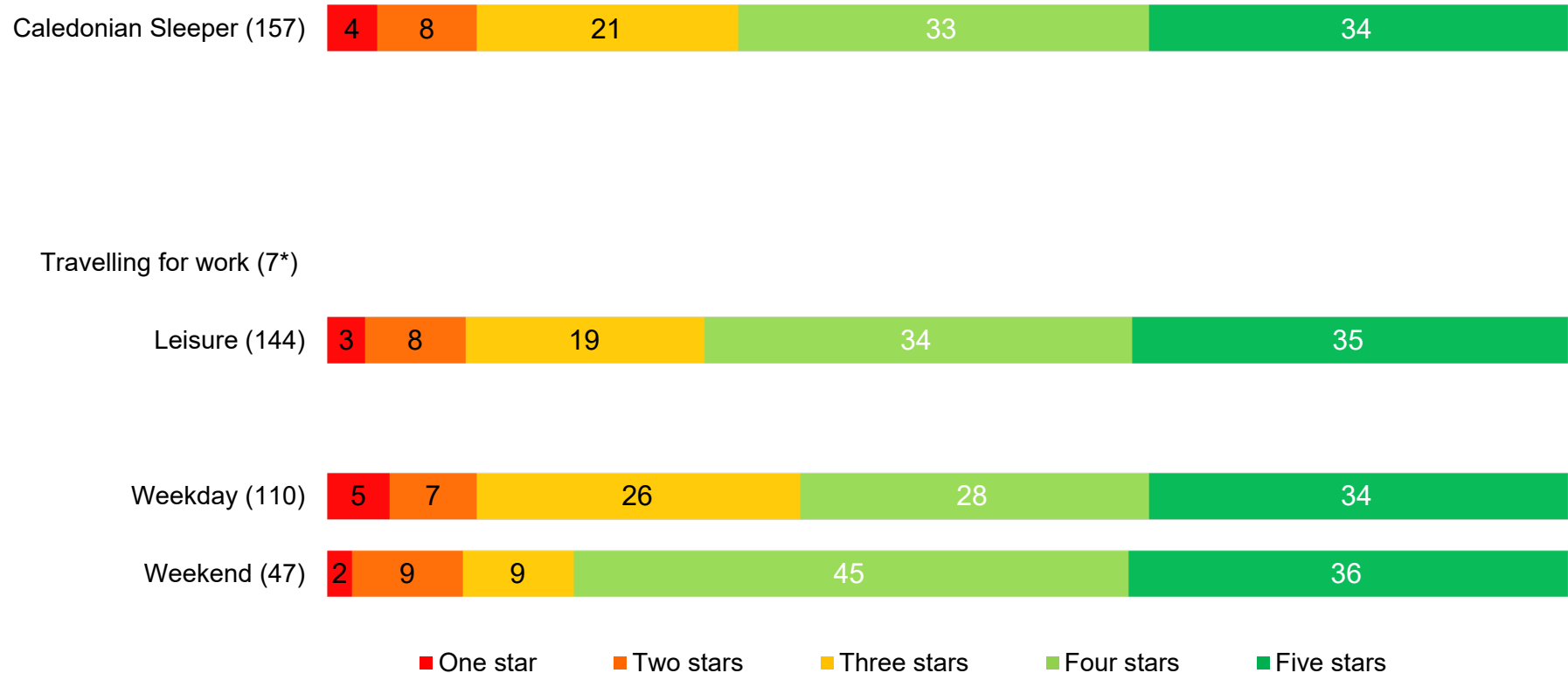
Rating of guest lounge at the station in Aberdeen, Edinburgh, Fort William and Glasgow



Q16a. Thinking about your experience in the lounge at the station in x, how many stars do you give it for...?
 Base: All who used the customer lounge at Aberdeen / Edinburgh / Fort William / Glasgow (77)



Rating of guest lounge in London by passenger group

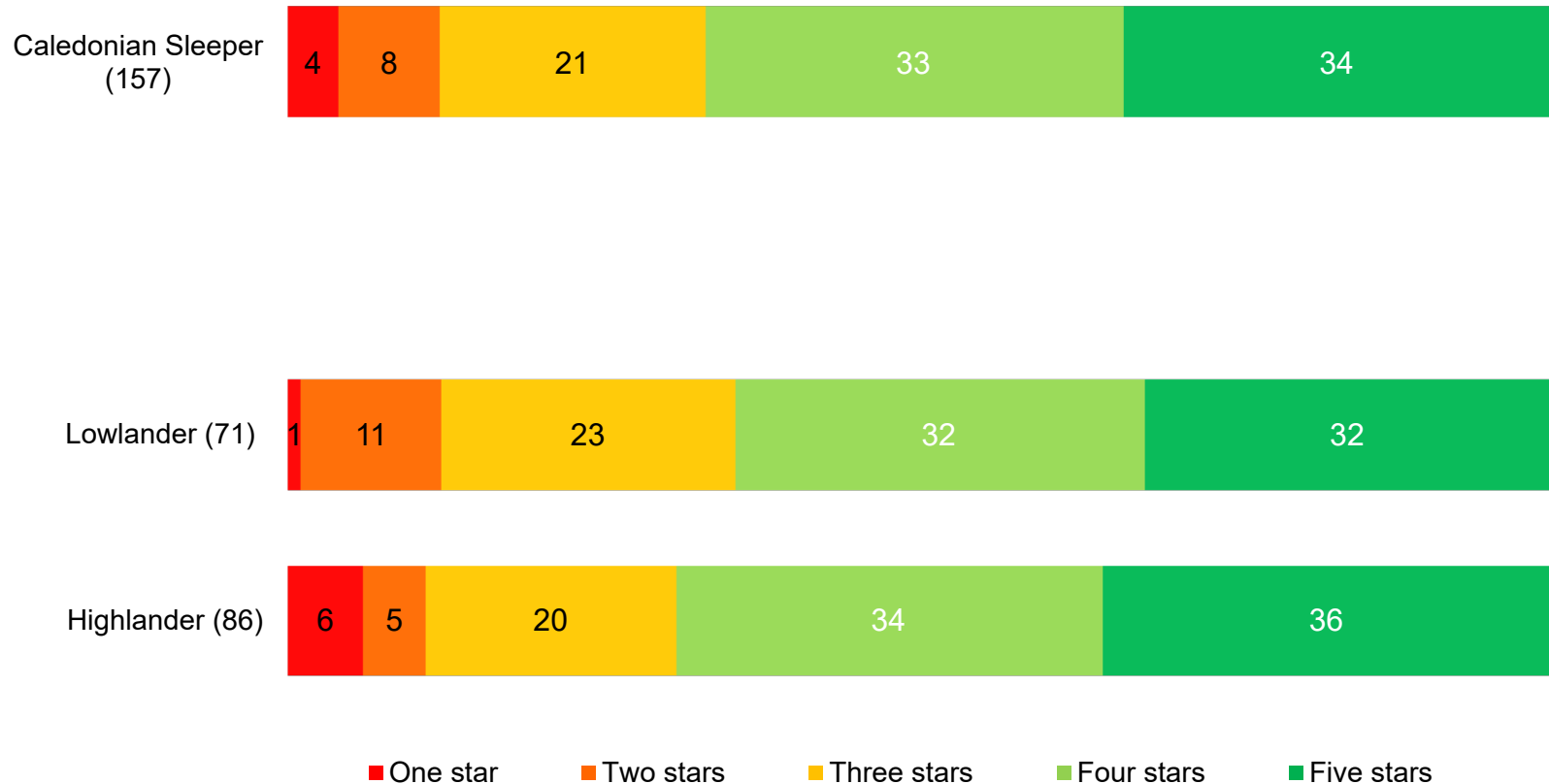


Q16b. How many stars would you rate the overall experience of using the lounge at the station in London?

Base: In brackets above. * caution – low base.



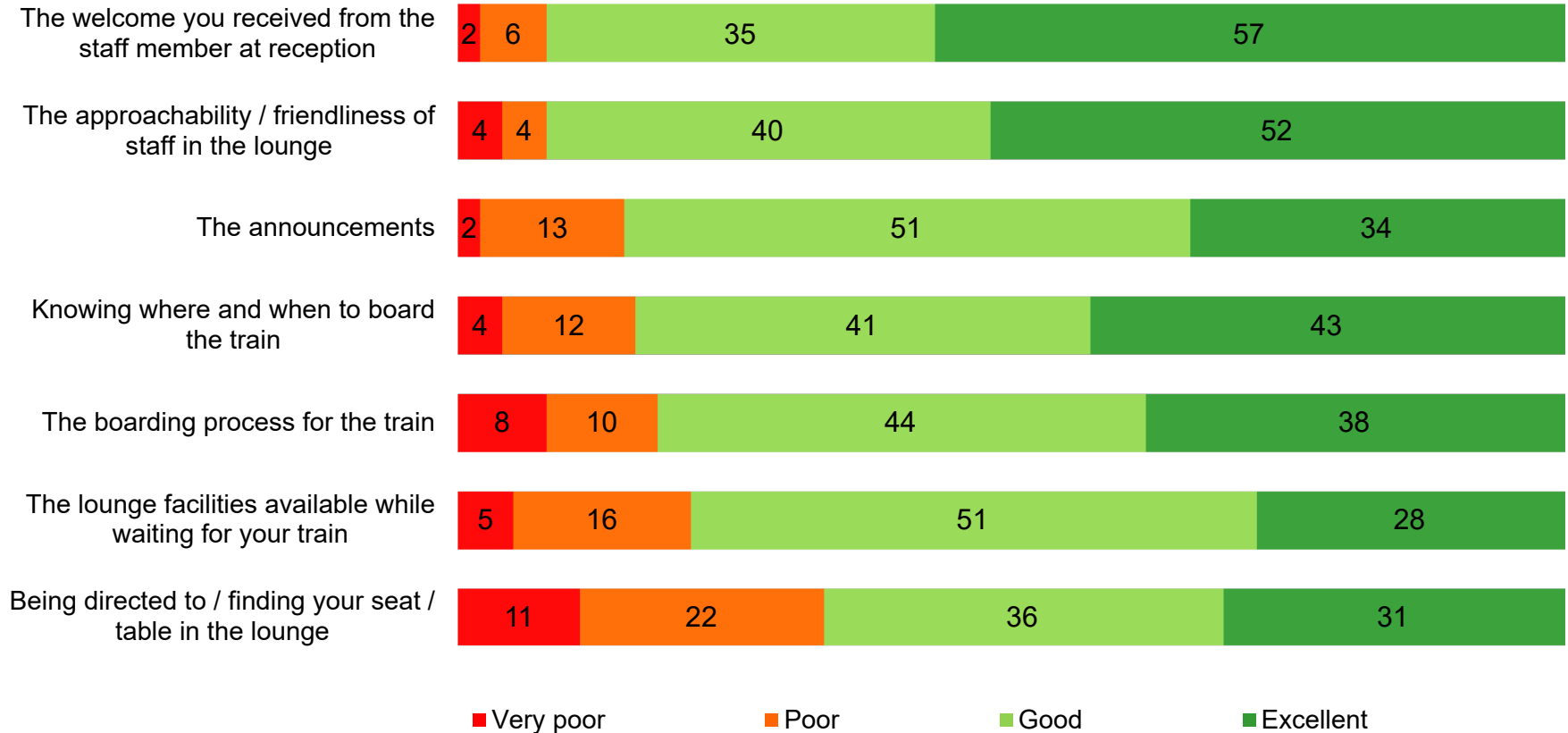
Rating of guest lounge in London by route



Q16b. How many stars would you rate the overall experience of using the lounge at the station in London?
Base: In brackets above.



Rating of guest lounge at the station in London

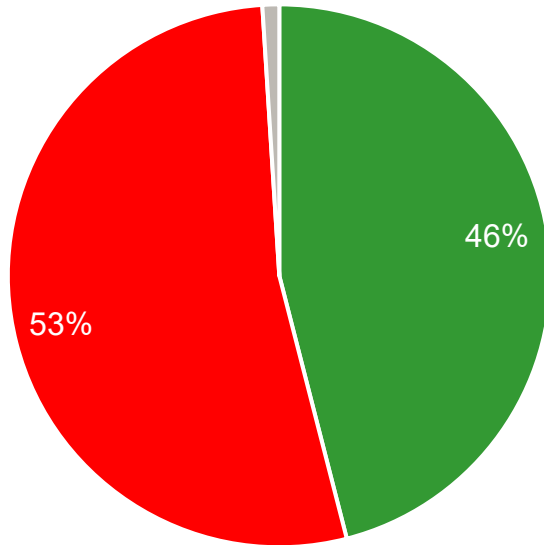


Q16c. Thinking about your experience in the lounge at the station in London, how would you rate..?

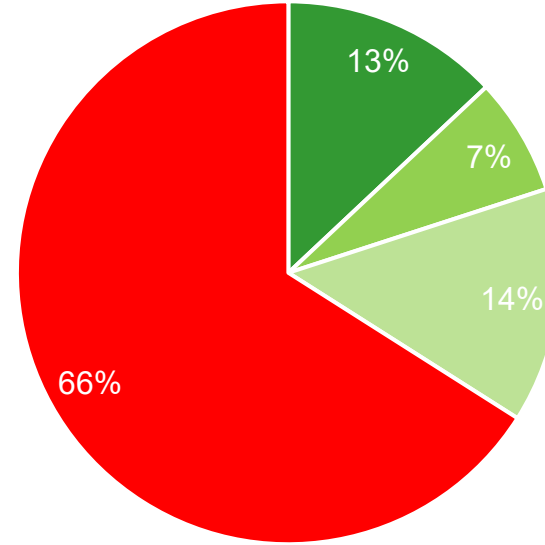
Base: All who used the customer lounge in London (157)



Lounge crowdedness and use of lounge catering



■ Yes ■ No ■ Don't know

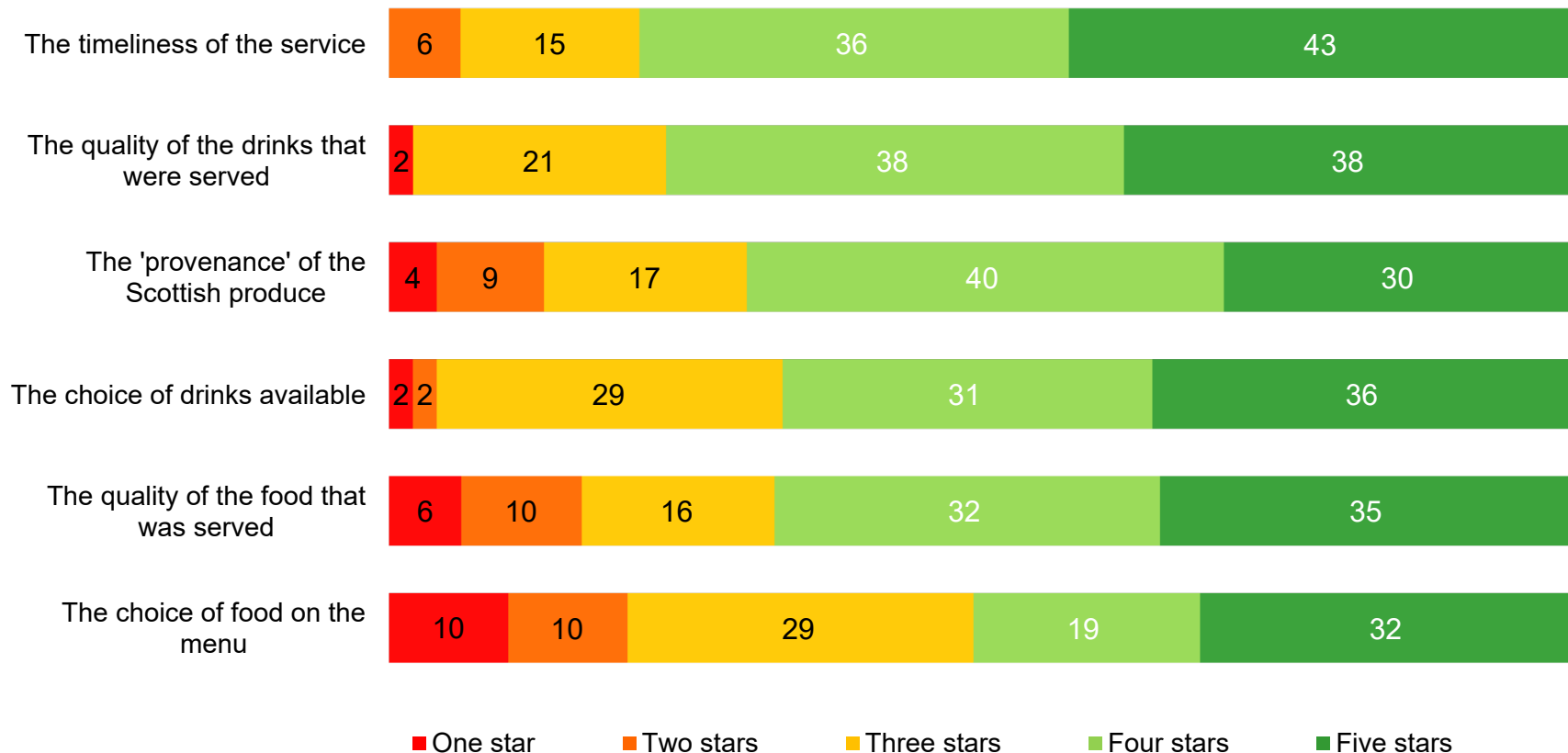


■ Order both a drink and a meal ■ Order a meal only
■ Order a drink only ■ None of the above
■ Don't know

Q16d. Was the lounge crowded when you arrived? Q16e. In the lounge at the departure station in London did you use the evening menu to..?
Base: All who used the customer lounge in London (157)



Rating of catering at the guest lounge in London



Q16f. Thinking about your experience in the lounge at the station in London, how many stars do you give it for..?

Base: All who had a drink (42), all who had a meal (31 * caution – low base), all who had both a drink and a meal (53)



Rating of catering at the guest lounge in London – customer comments

Need more sandwiches and easy light items. My ham and cheese sandwich was only ok.

Use more choice of bread for sandwiches and use a salad garnish not tortilla chips.

Extend the choice [of drinks], and perhaps a complimentary beer or wine on arrival would be a nice touch. An improved wine list and choice of beers would go a long way to a big improvement. Scotland has a great range of local beers you could highlight a few of.

Limited soft drinks.

Food was basic.

There was only one member of staff providing table service and based on how busy the lounge was, plus the fact she was often absent, drinks service was sporadic.

We thought too much Scottishness, I mean Scottish Tea Bags!!!!

Some of the items available were of unknown provenance

Increase staff at busy times to serve and tidy. Restrict use of the lounge so that people have a guaranteed seat. I had to join a party of three on their table but was lucky as larger groups were simply advised to leave or stand as there was no seating. This was 40 mins before boarding.

I ordered a white wine and it wasn't particularly chilled. I did appreciate the olives though, that was a nice touch.

Q16g. You gave just [3 or below] stars for the choice of food on the menu / the quality of food on the menu / the choice of drinks available / the quality of the drinks that were served / the timeliness of the service / the provenance of the Scottish produce, what should Caledonian Sleeper do to improve this rating?



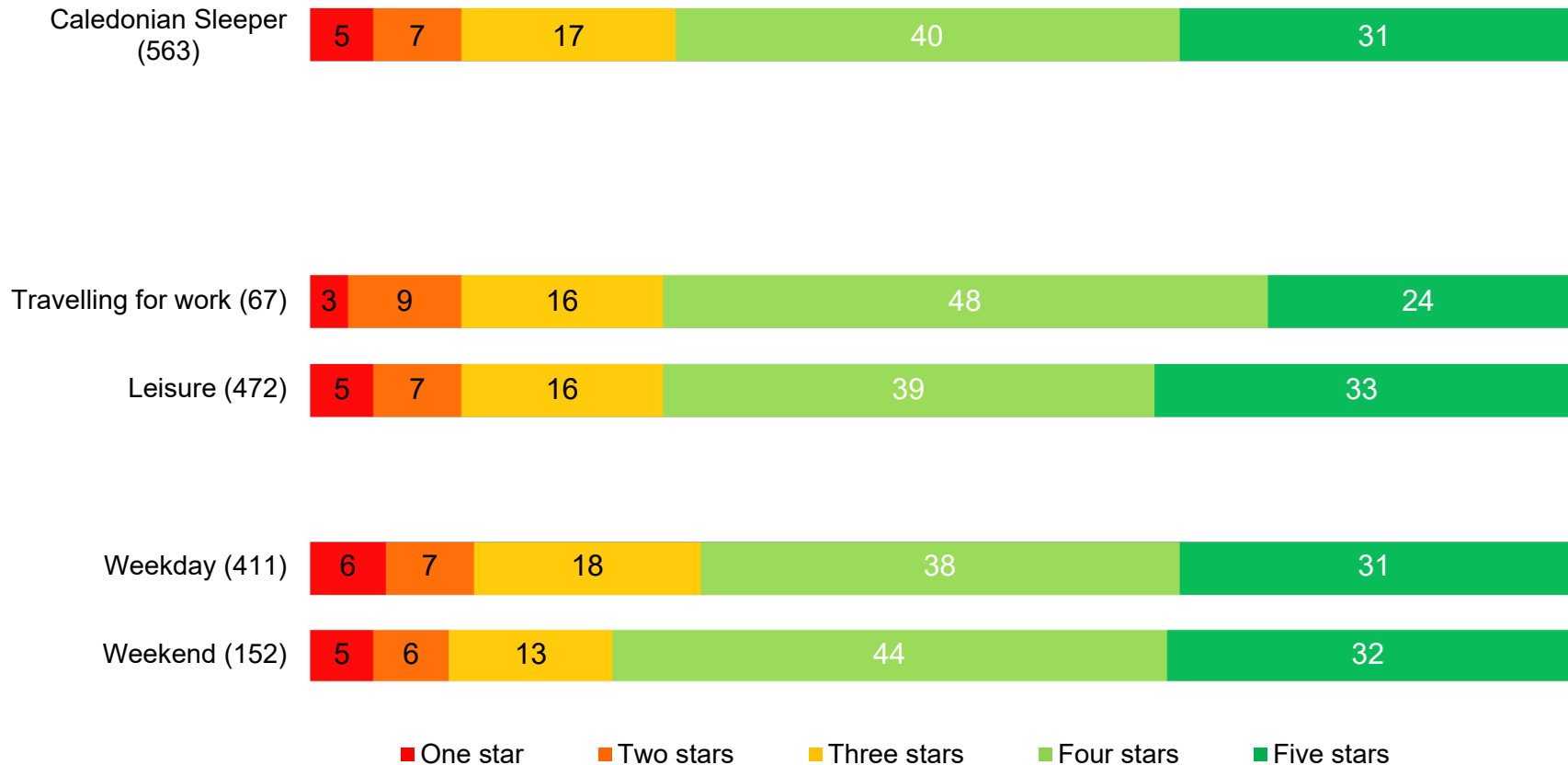
Caledonian Sleeper

Accommodation and train facilities



CALEDONIAN
SLEEPER

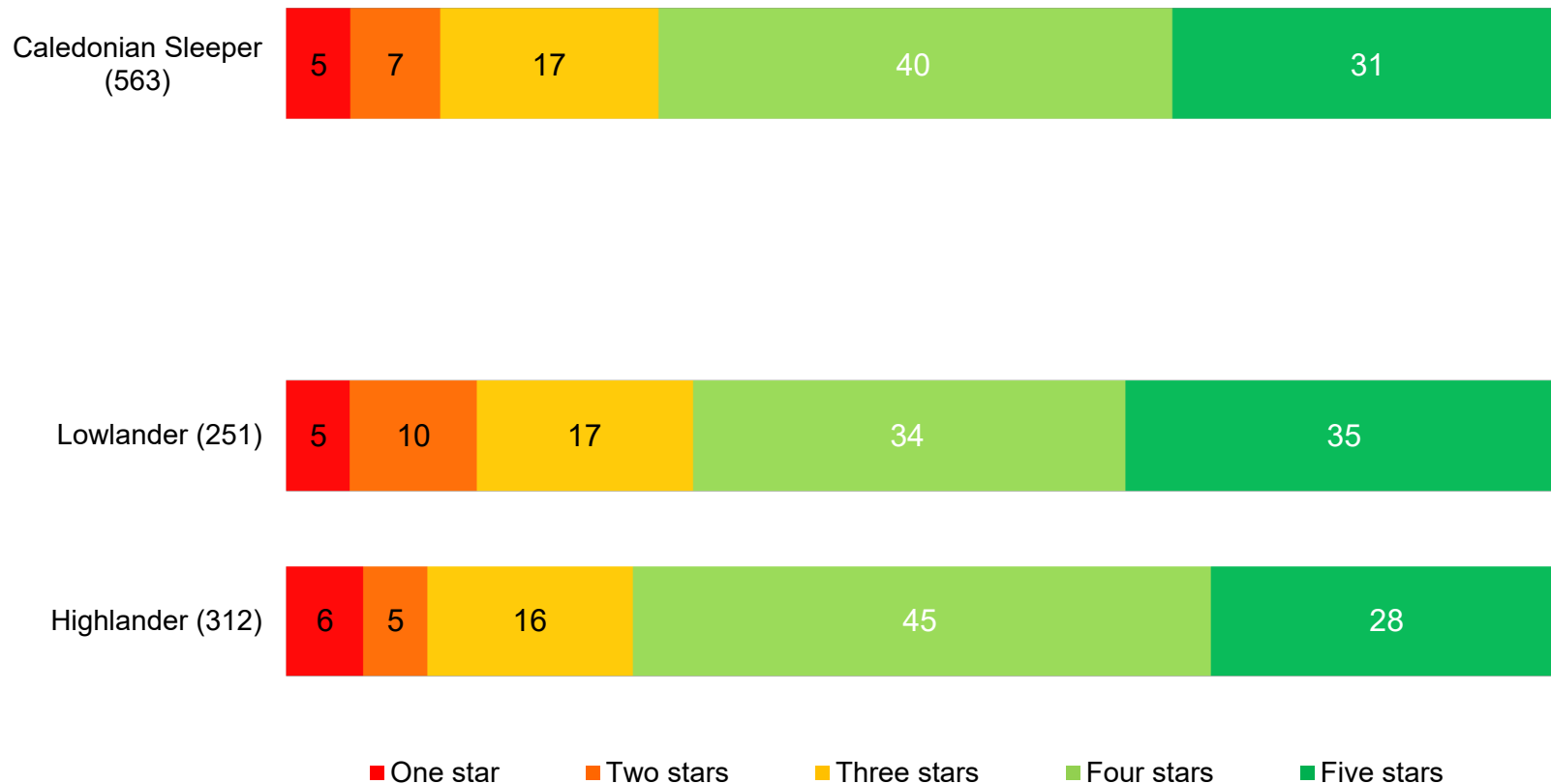
Overall rating of room by passenger group



Q17a. How many stars do you give your room on the Caledonian Sleeper?
Base: All guests staying in a room/suite (in brackets above)



Overall rating of room by route



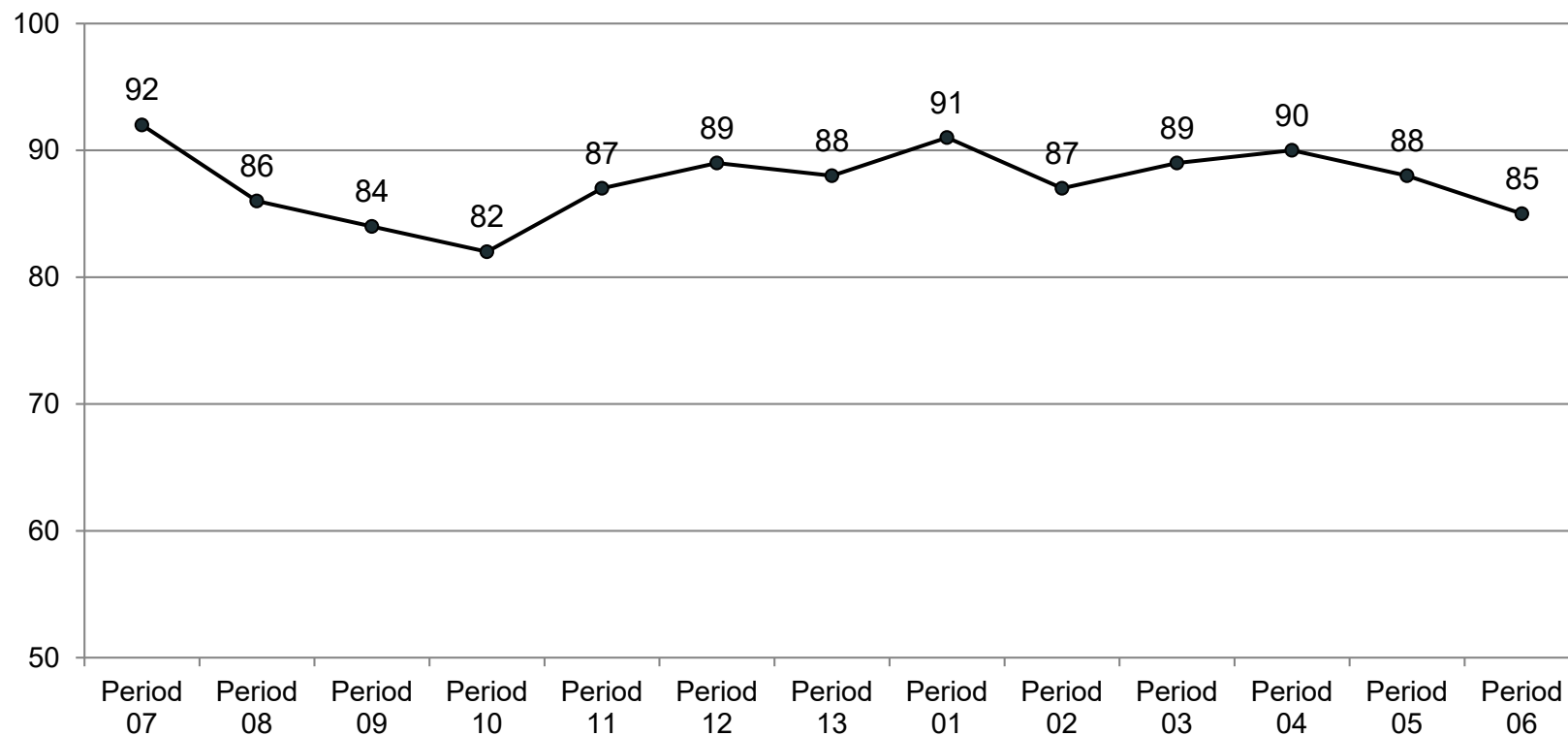
Q17a. How many stars do you give your room on the Caledonian Sleeper?
Base: All guests staying in a room/suite (in brackets above)



Overall rating of room - trend

Rating of room

Trend: % Three/Four/Five stars



Q17a. How many stars do you give your room on the Caledonian Sleeper?



Overall rating of room – customer comments

The partition door between rooms (locked as we only had one room) was very rattly. This was improved by wedging the onboard menu between the door and frame but a tighter seal on the door would be helpful!

That was mainly based on the size of the room - it was clean but way too small for two people with luggage - we had to store bags in the toilet and take turns in moving around.

They could make the room a bit bigger - but they can't, of course! The norm should be that one drops off anything other than overnight bags on check-in (as at an airport) - this would make the room size fine and avoid delays on boarding. In practice, even if there is enough storage room for this now (which I suspect there isn't), it isn't what people do, and doing so without a formal earlier check in process would add long delays to the current boarding process.

The ladder makes getting into lower bunk awkward. If it was aligned to one end it would be better.

Shower that works - has water More head space about top bunk. Better rungs on ladder.

The room was too cramped. I would have sacrificed the shower option for a bit more space. Getting into the top bunk was difficult. Wider steps on the ladder would have simplified getting in and out of the bunk.

The night light (lighted switch for the main lights) was very bright, and it would be good if this were just dim enough to see.

It would be nice if there was a family room. So 2 double bunk beds. It takes the same space as 2 single room bunk beds, but it is more luxurious and more moving around space if you do so. and more family friendly

I would like to have moved the ladder to the end of the bed instead of in the middle for ease of access to the lower bunk. I would also have liked to see recycling in the room so I could put items that are recyclable in a separate bin.

Very little - the rooms are excellent. The only downside is the shower, which I do understand with the space limitations. I'm not sure what to suggest other than maybe in some future refurbishment remove showers from every second club room, leaving a smaller toilet space, and increase the size of the space in every other one to include a shower that's more usable. You could then charge for ensuite only, and more for ensuite plus shower...which I'm sure business travellers would happily pay for.

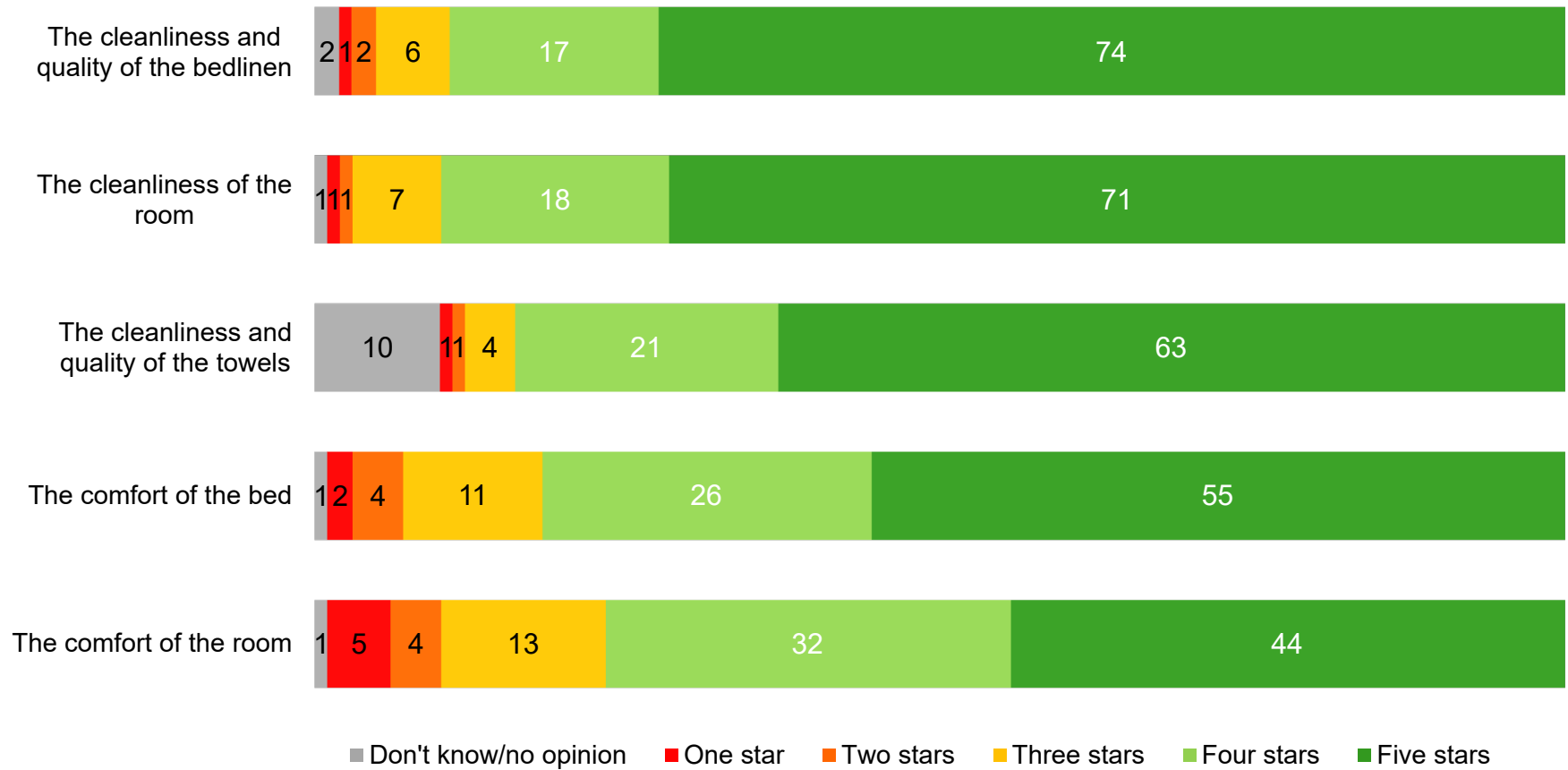
Q17c. You gave just a single/two stars overall for your room, what should Caledonian Sleeper do to improve this rating?

Q17e. What, if anything, could Caledonian Sleeper do to improve the experience of your room

Base: All guests staying in a room / suite (563)



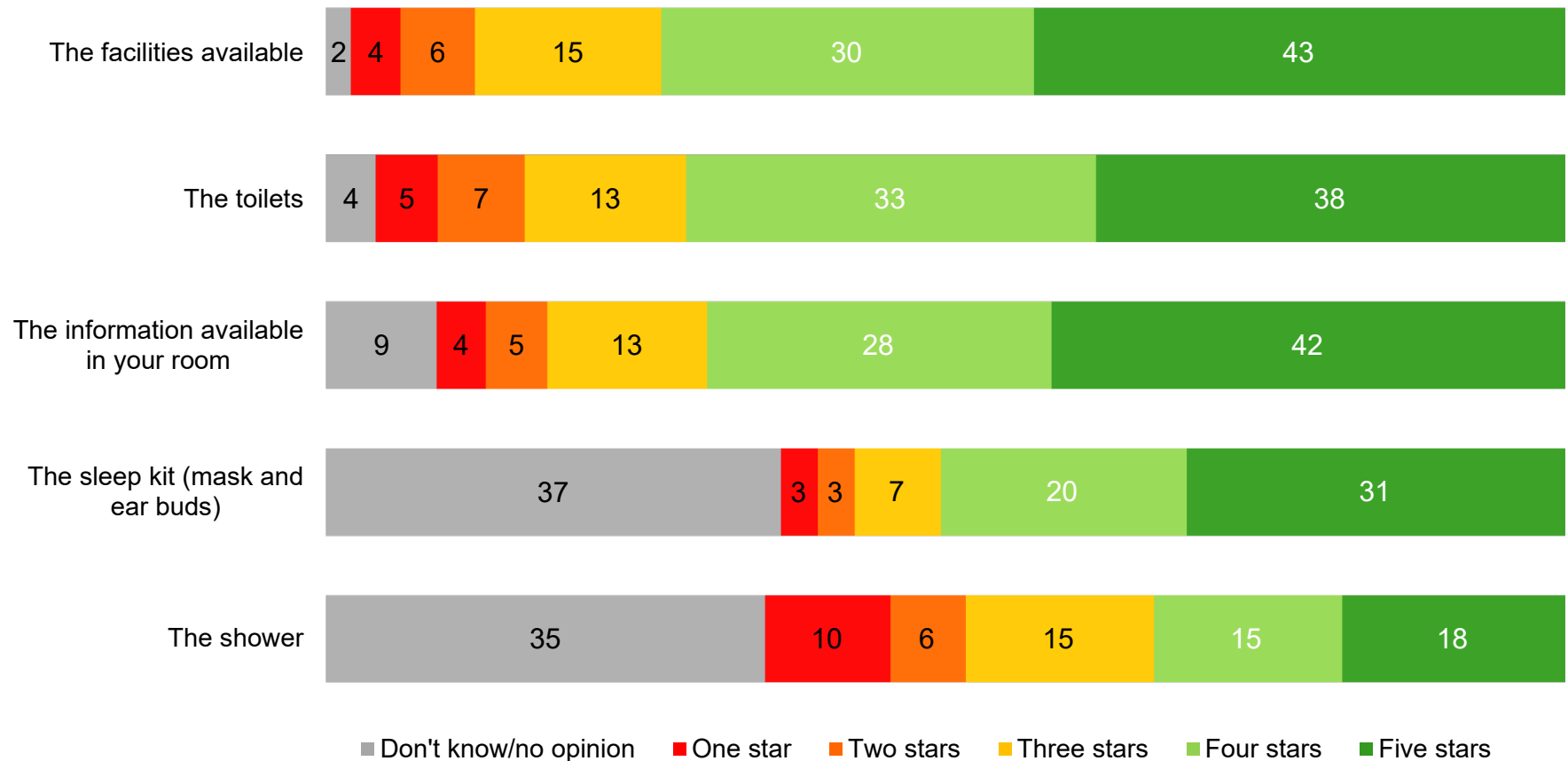
Rating of the features of the room – top 5



Q17b. And how many stars do you give the room for..?
 Base: All guests staying in a room/suite (563)



Rating of the features of the room – bottom 5



Q17b. And how many stars do you give the room for..?
 Base: All guests staying in a room/suite (563)



Rating of features of the room – customer comments

I'd say get rid of the disposable sleep kits and single portions of soap to cut down on single use "stuff".

Information on train lay out. Where to find the lounge car from my room. How it all works - as someone who had never travelled on the sleeper before I had no idea where to go, when things were open etc.

The toilet was clean and in reasonable condition. I think the design could be modernised to make it more appealing.

I had no hot water and the shower head would not stay on the holder during operation, so I had to hold it with one hand and wash with the other

Somewhere to put phone, spectacles, other personal items during the night to be easily and safely accessible during the night and in the morning.

Explain the features of the room e.g. the pull-out table under the basin.

My towels were hanging in a mesh bag in the bathroom. They felt quite damp and I was not sure if they were clean.

The sleep mask not very luxurious (but I have my own silk mask that I use anyway). We have travelled many times and don't need one each time.

Rooms are usually too hot. There are quite a few rattles - doors not shutting properly/squeaks in furniture which prevent a great sleep. Emergency lighting very bright and lights up room, so need to use a mask but uncomfy to sleep with one.

The AC did not work well. Even a small fan would have improved this tremendously. The lights were also very harsh, swapping to a warmer light temperature would greatly reduce eye strain and increase comfort.

The towels were clean; however, with the jolting of the train, they quickly fell to the floor. It would be wonderful if the bar on which the towels hang could be tightened to avoid this happening.

The mattress on this particular bed seemed to have thinned and I could feel the frame underneath - not my usual experience.

Very dusty in corner of room. Debris under mattress. Carpet dusty as well.

The mattress had a stain, but it looked clean. The stain was underneath the sheets, so I didn't say anything.

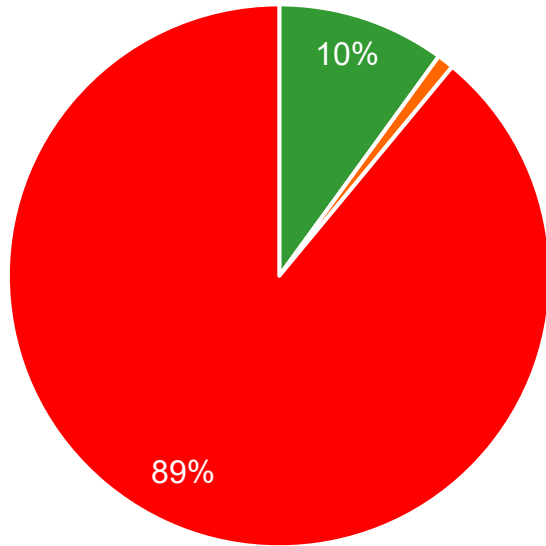
Bed not very wide and felt trapped by the ladder. Would be better to have top bunk folded away and then put down for sleep.

Q17d. You gave just a single/two stars for the facilities available / information available / comfort of the room / cleanliness of the room / cleanliness and quality of the bedlinen / comfort of the bed / cleanliness and quality of the towels / the sleep kit / toilets / shower, what should Caledonian Sleeper do to improve this rating?

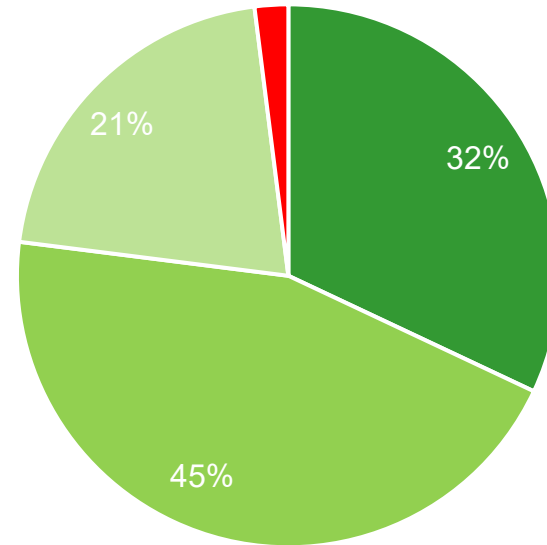
Base: All guests staying in a room / suite (563)



Room intercom use and rating



- Yes
- I tried to but it was not working
- No

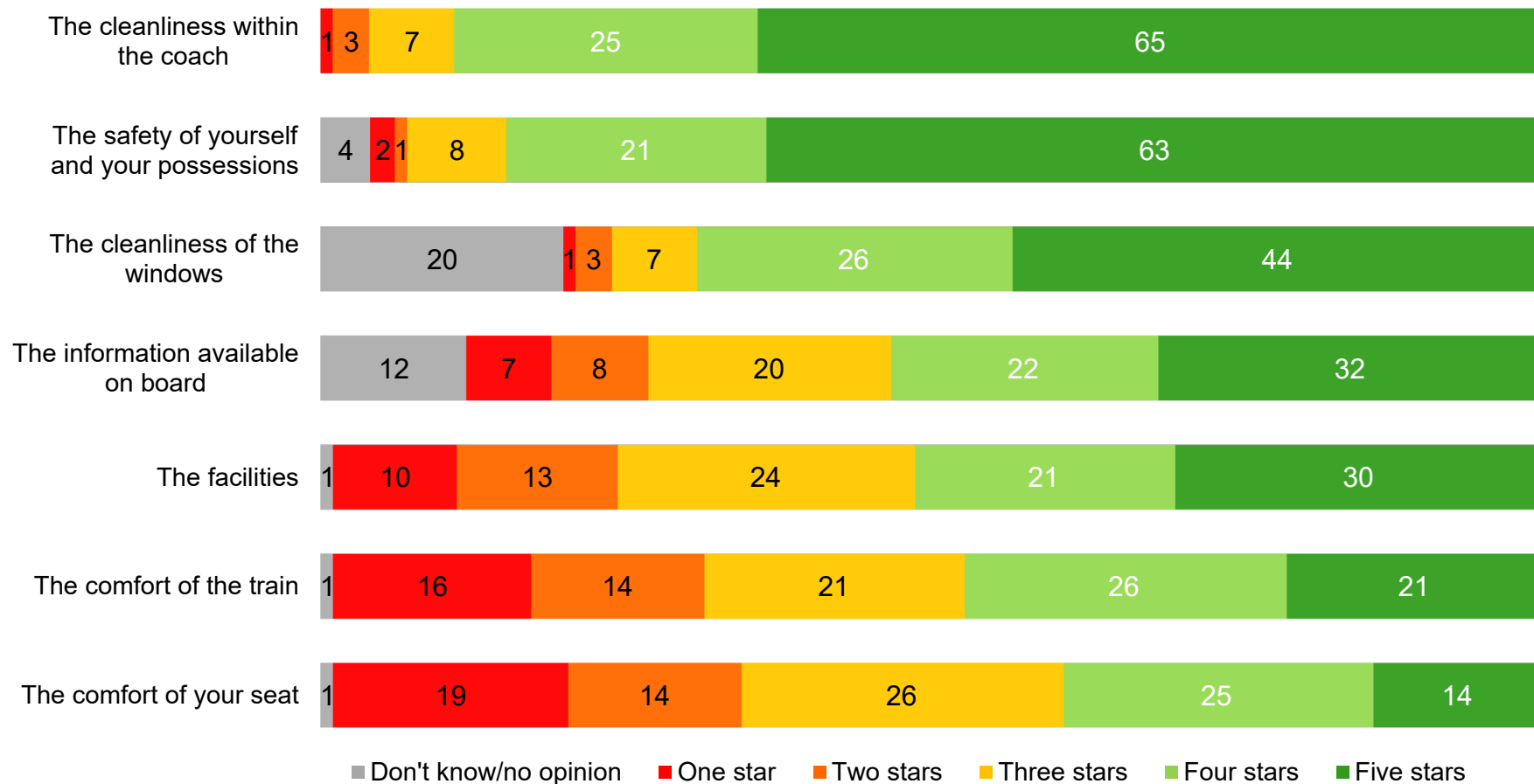


- Excellent
- Good
- Poor
- Very poor

Q17f. Did you use the intercom available in the room to communicate with staff? Q17g. How do you rate the quality of the intercom which was available in the room?
Base: All guests staying in a room/suite (563). All who used the intercom available in the room (56).



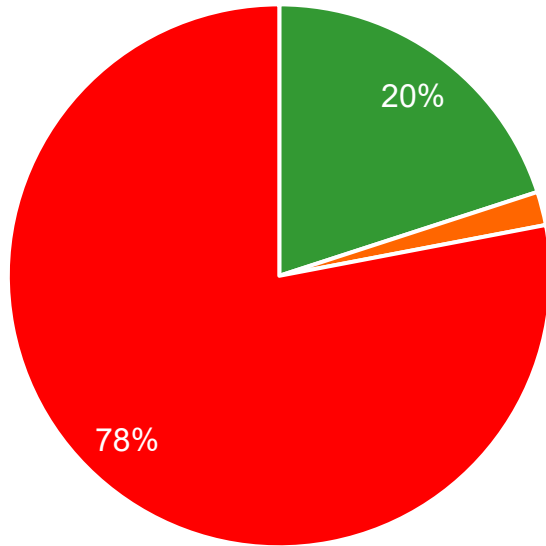
Rating of on-board features among seated guests



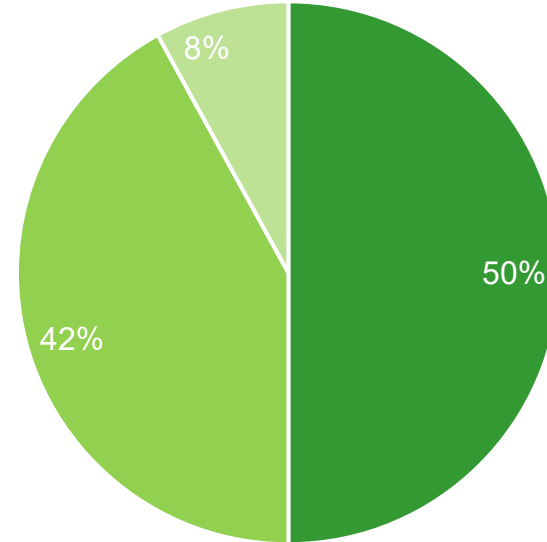
Q19a. How many stars do you give the Caledonian Sleeper for..?
 Base: All seated guests (182)



Seat 'help button' use and rating



- Yes
- I tried to but it was not working
- No

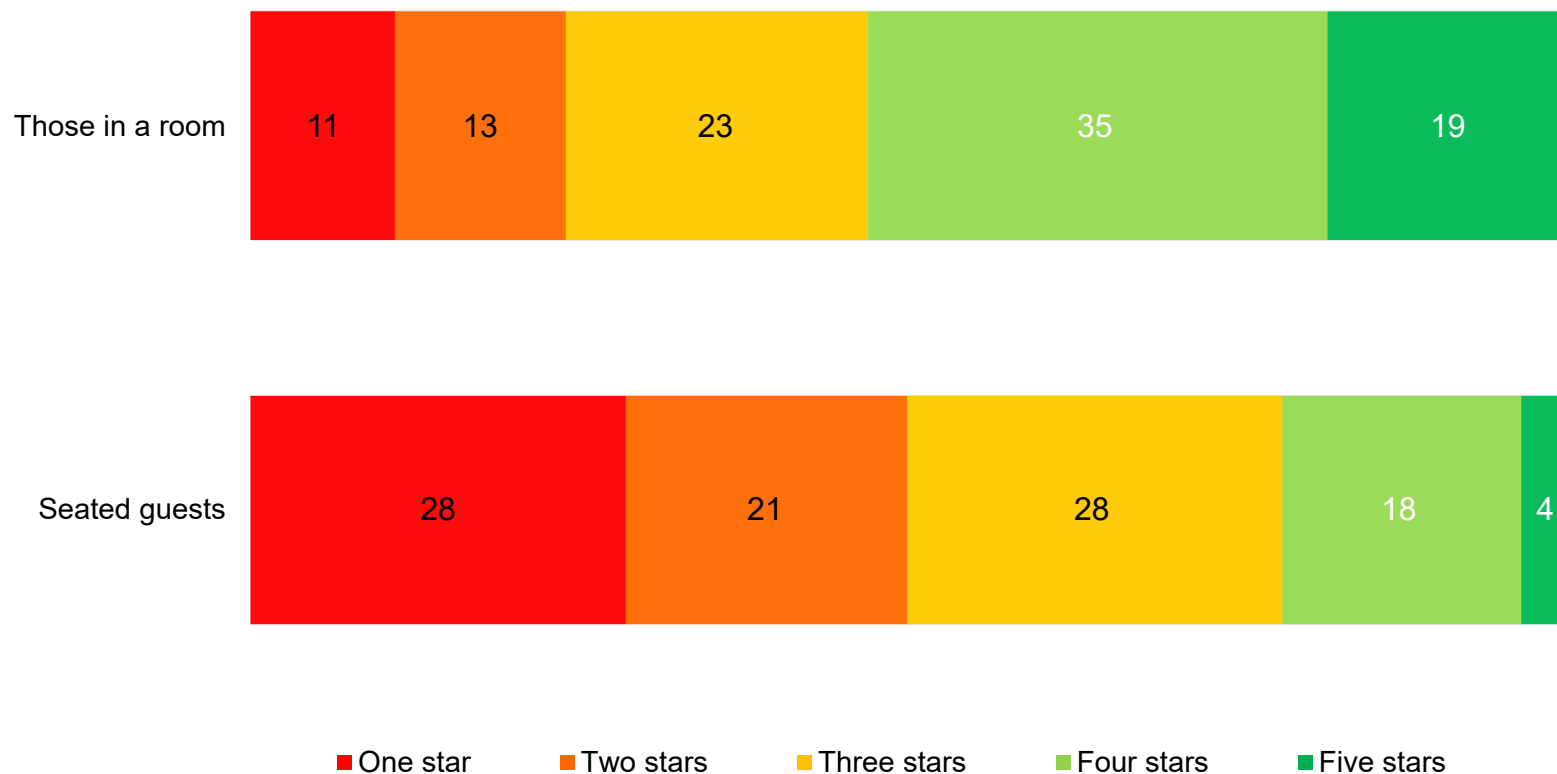


- Excellent
- Good
- Poor
- Very poor

Q19b. Did you use the 'help button' available at your seat to communicate with staff? Q19c. How do you rate the quality of the 'help button' which was available at your seat?
Base: All seated guests (182). All who used the intercom available in the room (36 *caution – low base).



Quality of sleep



Q18 / Q20. How many stars would you give the Caledonian Sleeper for the quality of sleep that you enjoyed on board?
Base: Those in a room/suite (563), seated guests (182)



Improving quality of sleep – customer comments

Add quiet coaches. Let the children board the train much earlier. Be clearer on the breakfast times. If I had known they would be knocking so early, I would not have chosen it as my child just felt asleep then.

My major grips are: duvet is too hot. The LED lights in the room are awful. The doors slam shut. There's no recommended quiet time for conversation/phone calls etc.

I was not made aware that blankets were available, and that would have helped. Also, the lighting level was a bit high.

Surely the train could've had a slower/smoothen journey given the time and distance.

The train runs on very uneven noisy rails throughout the Scottish part of the journey, I'm guessing an upgrade would be extremely costly.

Nothing - it's a moving loud train.

Asking fellow passengers to follow quiet time between 10pm to 6am and having clear signage for this. The man in the next cabin played an audio book on very loudly all evening and throughout the night and so couldn't sleep a wink.

I was not aware that blankets were available. I do not remember this being announced and there was no literature advertising the fact so for the majority of the journey I was very cold. A man nearby was also cold and unaware blankets were available. I could not get my seat to recline. I am sure staff would have helped with this, but I didn't ask.

The footrest could be improved so when you are in the reclined position, you're able to stretch your legs more with the footrest being further away. The lighting could be floor lights only rather than the ceiling lights being on.

Nothing. Passengers moving down the corridors and talking loudly was the main issue and that is train design and sound proofing problem not a staff issue.

Not sure. Poor sleep was due to feeling every bump and noise. The mattress was surprisingly comfortable.

Improve size of bed and mattress quality.

Softer sheets but irrelevant without air conditioning. Probably 85 degrees in the room.

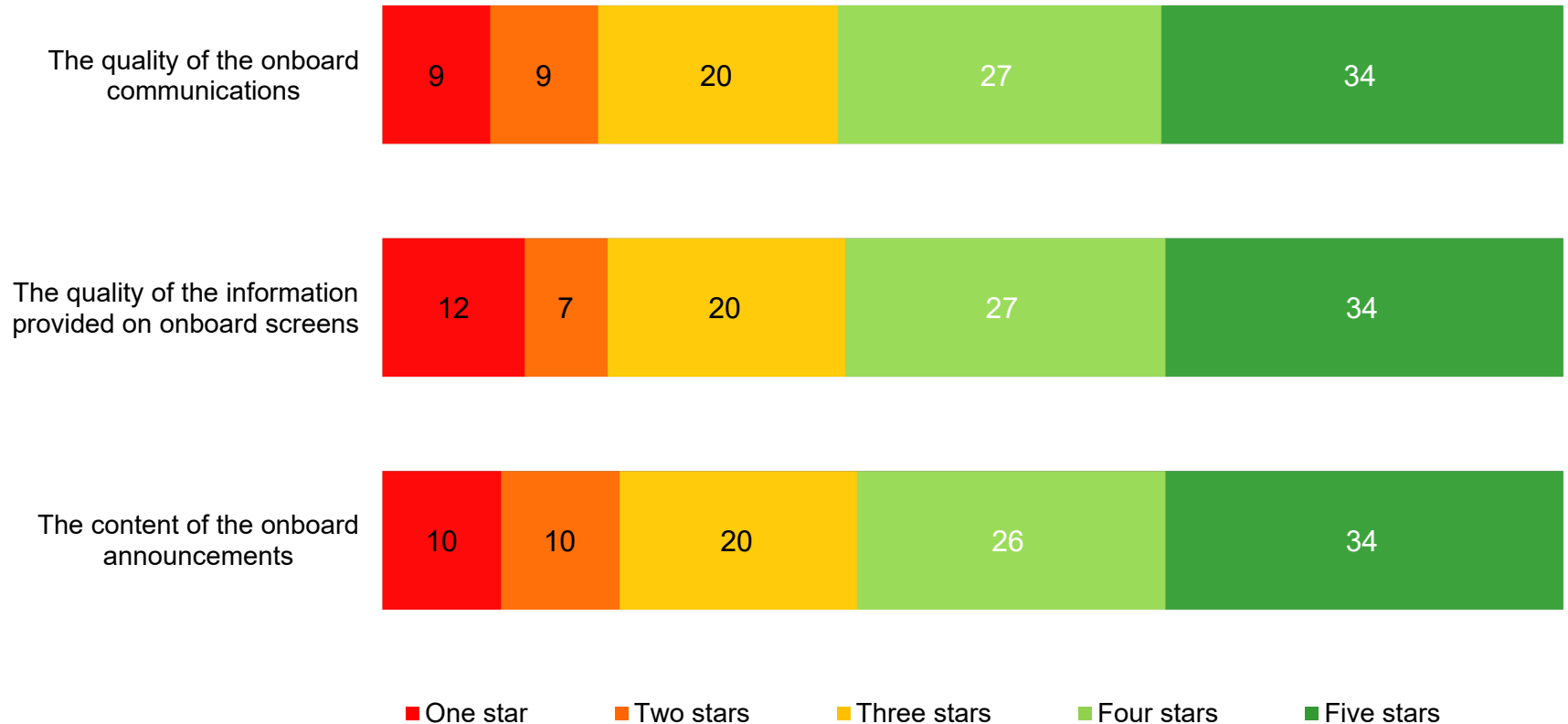
Wider bed with blanket/duvet properly tucked in, better control of temperature (room was cold)!

Q21. What, if anything, could Caledonian Sleeper or their staff have done to improve the quality of your sleep?

Base: All guests who rated the quality of their sleep at 1 or 2 stars (205)



Rating of onboard communications



Q34. Thinking about the communications that you received during your journey, and using stars, how would you rate..?
Base: All guests (746)



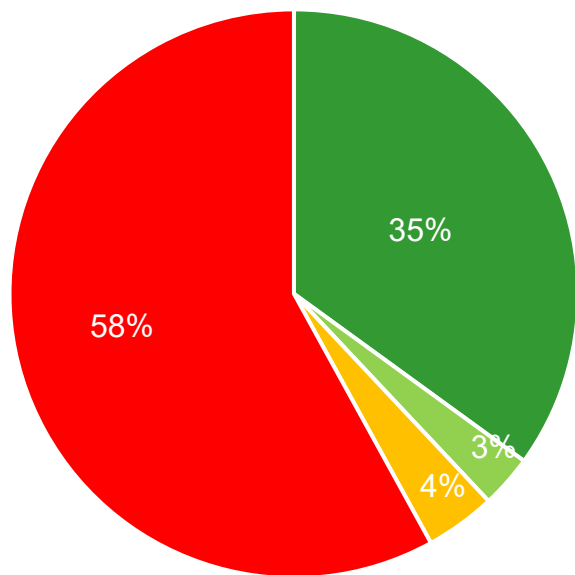
Caledonian Sleeper

Club car and catering



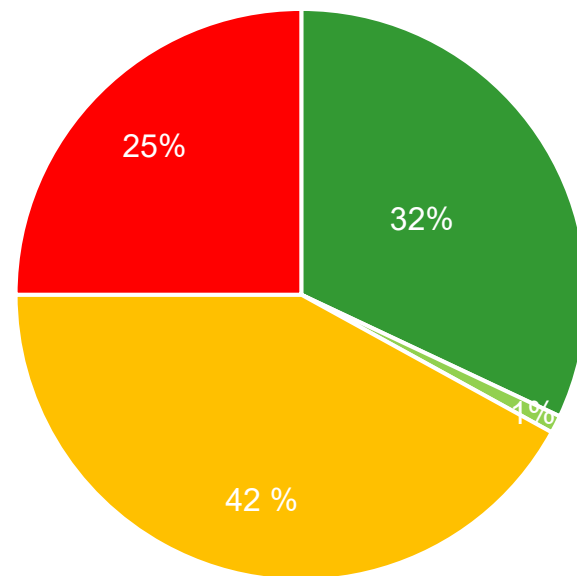
CALEDONIAN
SLEEPER

Visiting the Club Car



Evening Use

- Visit the Club Car to have a drink and / or a meal
- Visit the Club Car to take a drink / food away
- Have drinks and / or food delivered to your room
- None of the above

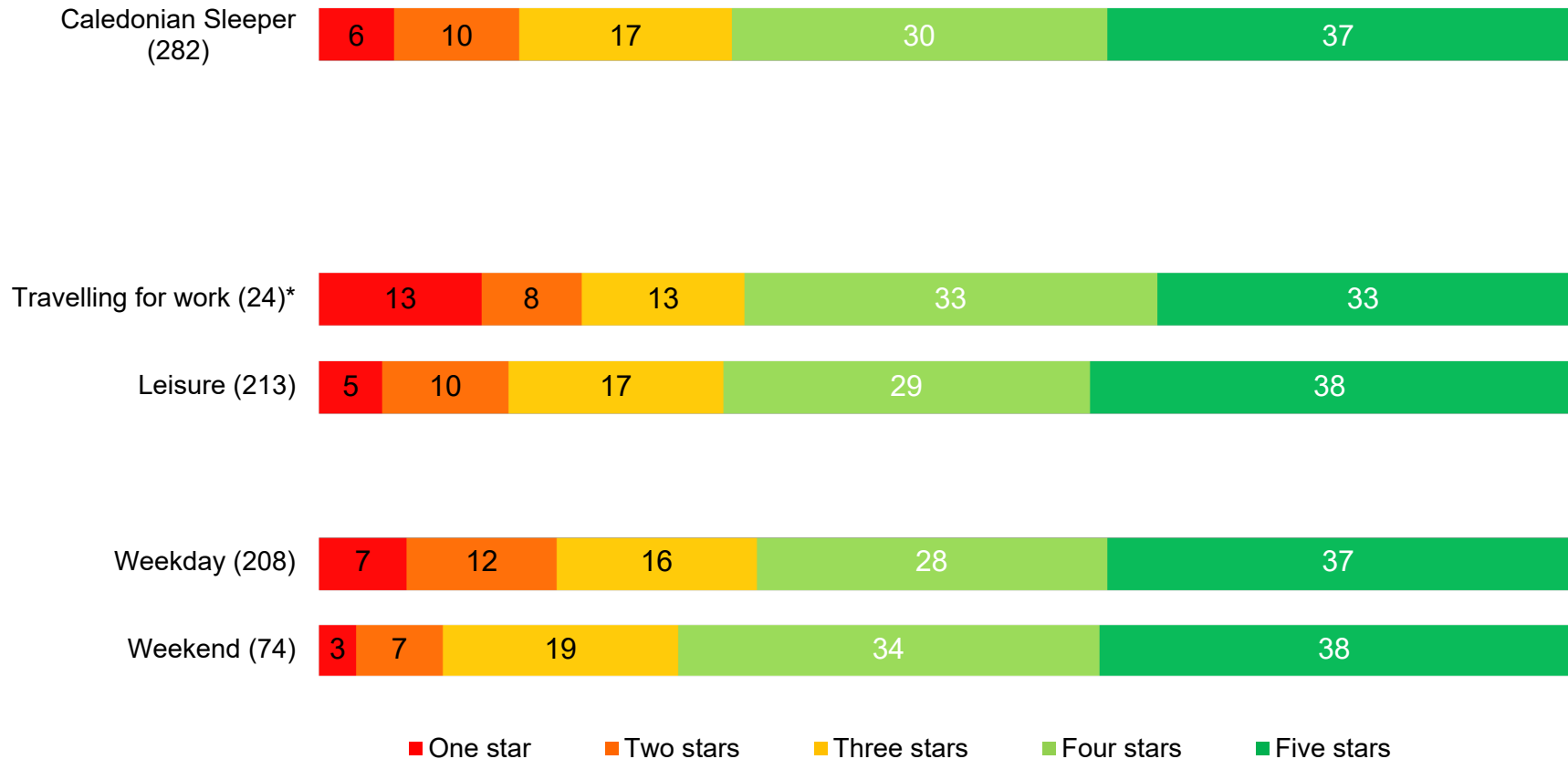


Morning Use

Q22a/b. In the evening / morning of your journey on the Caledonian Sleeper, did you..?
Base: All guests in a room (563)



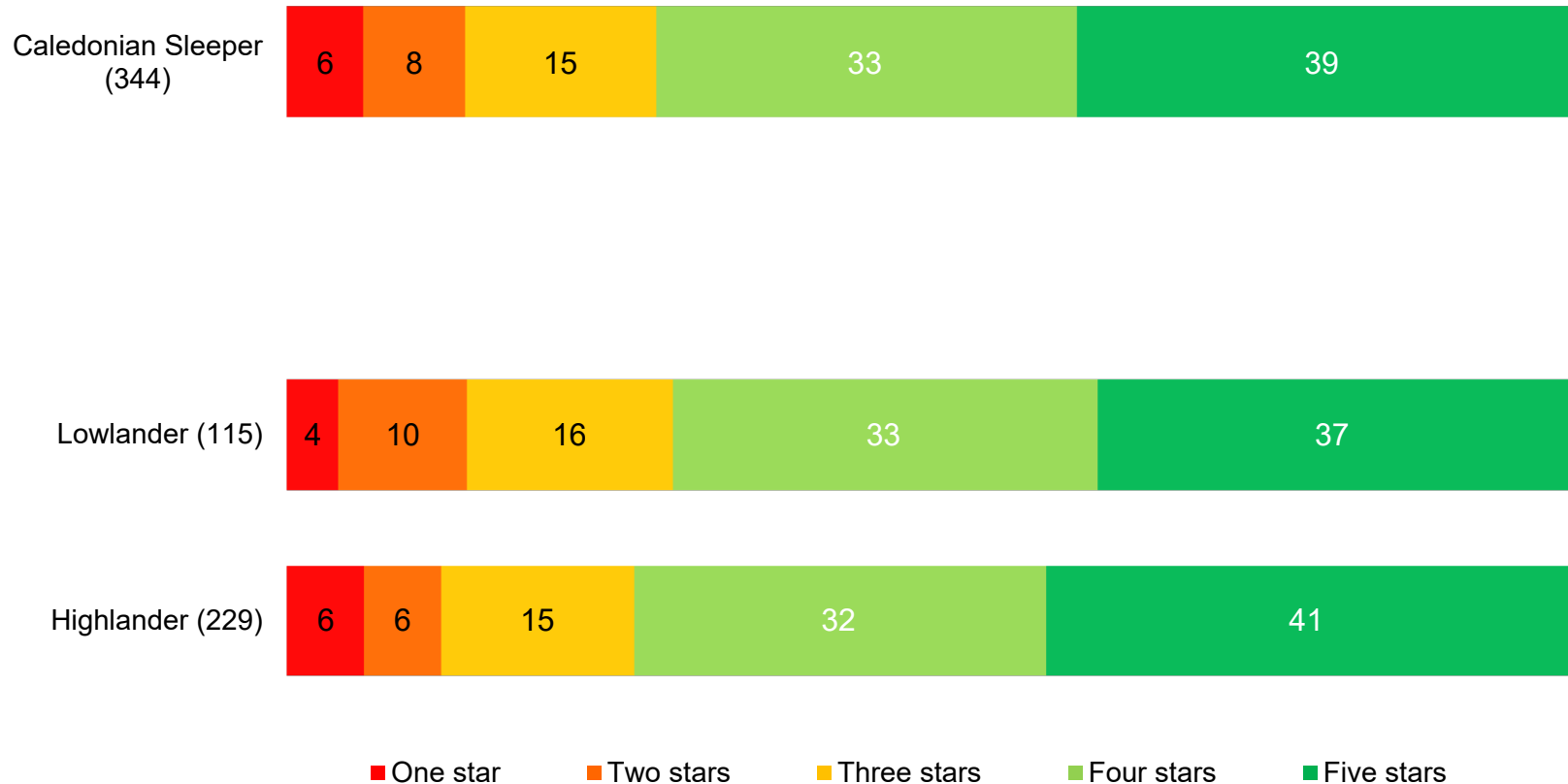
Overall rating of the Club Car by passenger group



Q24a. How many stars overall do you give the Club Car on the Caledonian Sleeper?
Base: All guests visiting the Club Car (in brackets above) * caution – low base



Overall rating of the Club Car by route



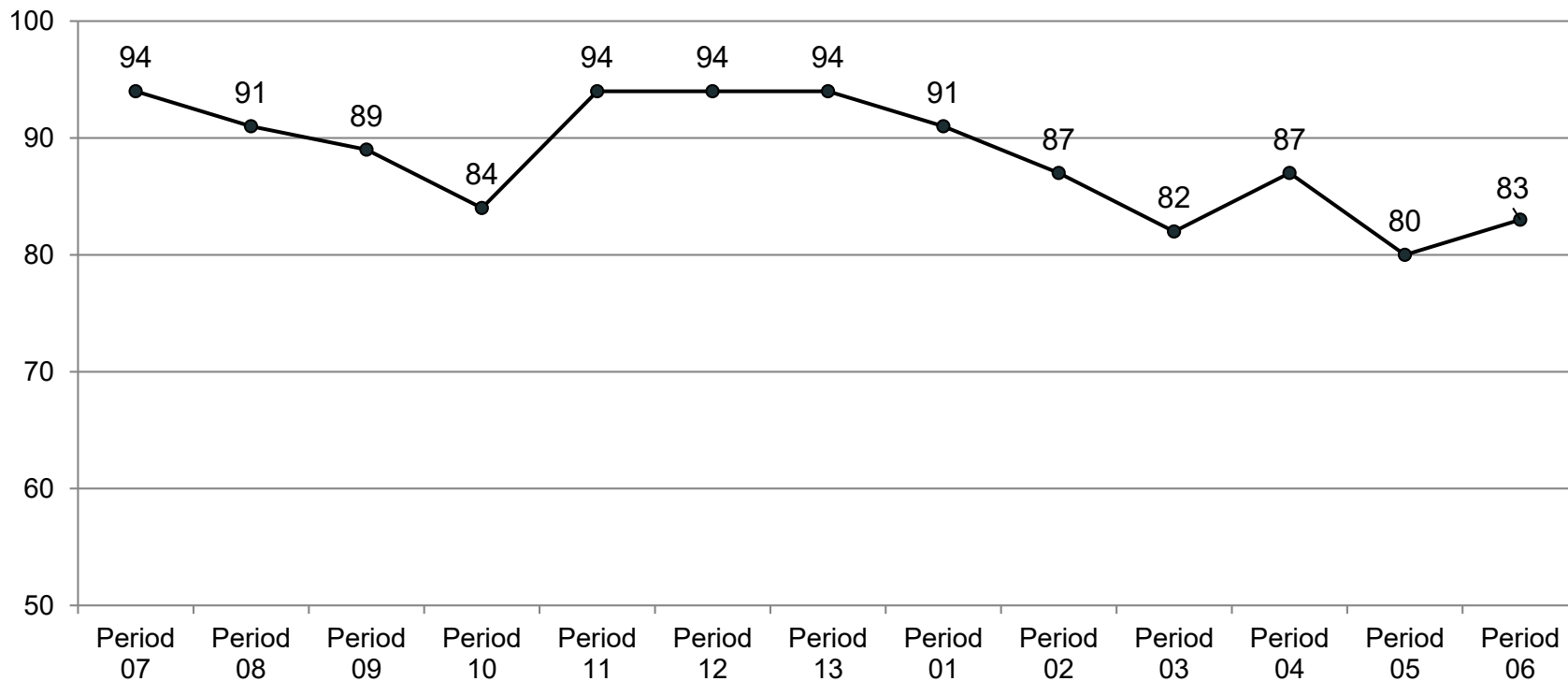
Q24a. How many stars overall do you give the Club Car on the Caledonian Sleeper?
Base: All guests visiting the Club Car (in brackets above)



Overall rating of Club Car - trend

Rating of lounge car

Trend: % Three/Four/Five stars



Q24a. How many stars overall do you give the Lounge Car on the Caledonian Sleeper?



Rating of the Club Car overall – customer comments

Due to some issues the full breakfast was not available and available breakfast items was to be served to room. Was slightly disappointed as was looking forward to eat breakfast in the club car. These things happen.

The staff told us we had to give up our table for later guests, even though other tables were available. There was no indication on board about which direction the club car was from our room. The staff in the club car weren't friendly/welcoming.

Provide additional club car space. We were only able to get a seat by splitting up - one of us rushing ahead to find a seat in club car while the other loaded our luggage and found our room - this at the recommendation of the lounge staff. Ridiculous that this should be necessary for the exorbitant fare paid. Room booking should provide the option of a table reservation for a given time.

Space was cold and uninviting. No atmosphere. Lights too bright. Food and drink options limited.

Warmer hospitality Booking system so people know when they can get seated.

The layout is atrocious. The fold up seats are so far from the table you can't sit there and eat. The table legs around the booth are so big and wide you can't get your legs either side of them if someone is sitting alongside you.

We were not expecting that there was no food apart from olives and bags of crisps. Apparently, no water for staff to prepare any food. Outrageous considering the cost of the Caledonian Sleeper.

Friendlier and polite staff, more visibility - it took a while to order more items and seems to be visibly discouraged.

The club car was stellar -- we really enjoyed it and the service was top level.

Food & coffee quality was only good but service was excellent.

The chief steward was superb, and she obviously leads by example.

Main meals and desserts are much more expensive than they used to be - could be more reasonably priced.

The club car was packed with people, and we had to wait a long time to get a seat. Having more than one club car for a full ride would have made more sense.

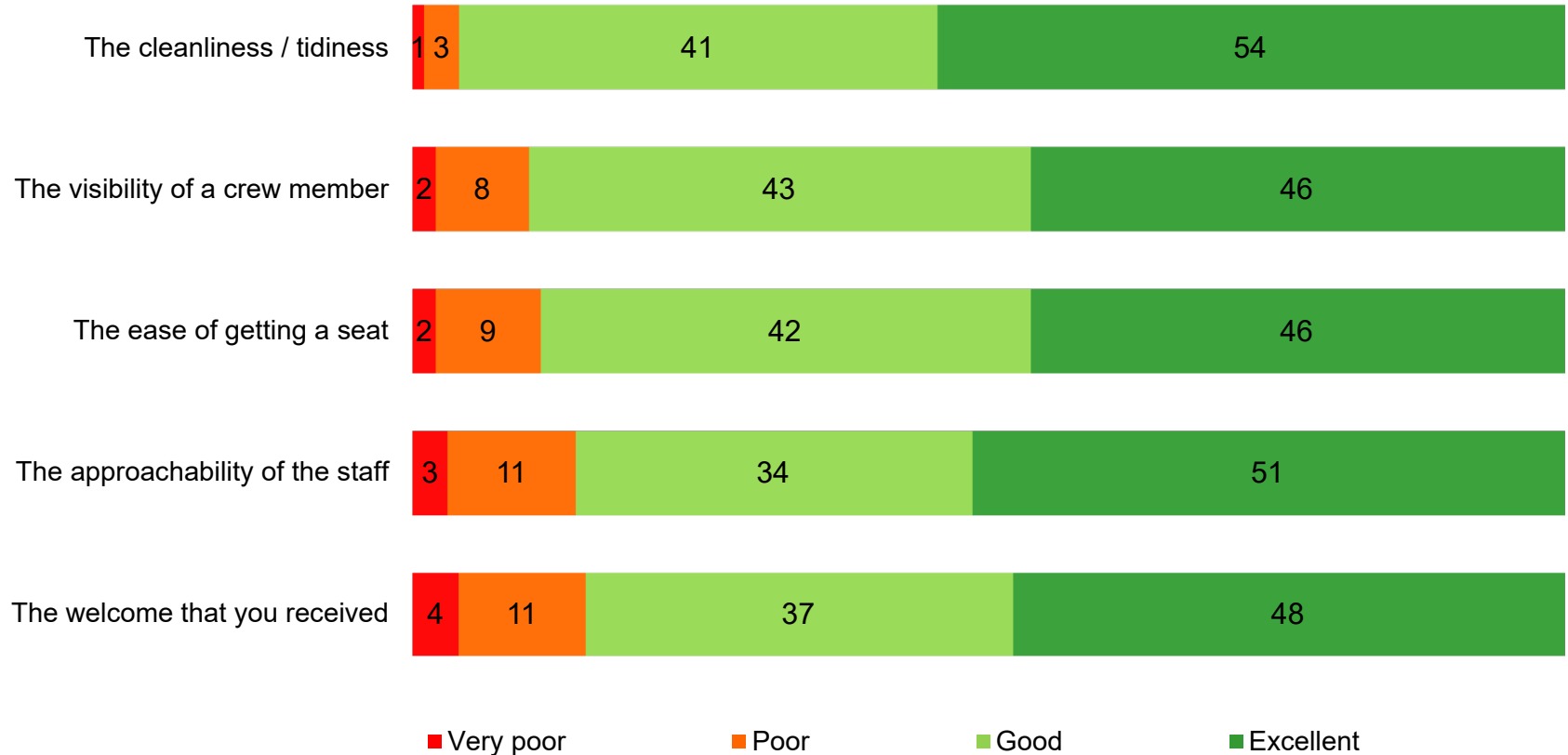
Q24c. You gave just a single/two stars overall for the Club Car, what should Caledonian Sleeper do to improve this rating

Q24e. What, if anything, could Caledonian Sleeper do to improve the experience of the Club Car?

Base: All guests visiting the Club Car (344)



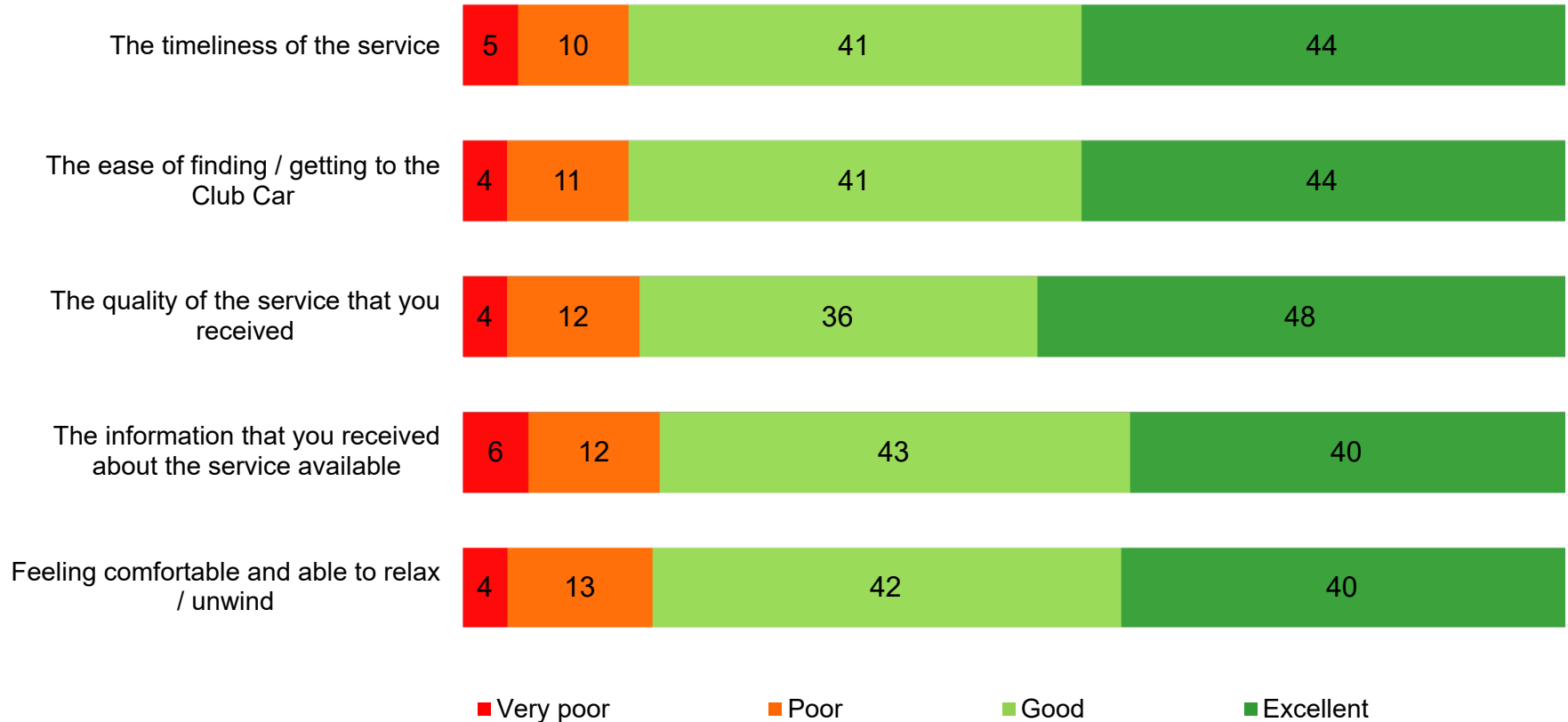
Rating of features of the Club Car – top 5



Q24b. Thinking about the time you spent in the Club Car, how would you rate your experience of..?
Base: All guests visiting the Club Car (282)



Rating of features of the Club Car – bottom 5



Q24b. Thinking about the time you spent in the Club Car, how would you rate your experience of..?
Base: All guests visiting the Club Car (282)



Rating of features of the Club Car – customer comments

There was nothing to say where the club car was, especially if you are not familiar with train travel. Just a sign as in which direction the club car was would have been useful. It is fairly natural to walk in the forward-facing direction though.

The decor seemed rather functional: we were there to enjoy a different kind of travel and would have appreciated a bit more opulence in the car!

Some used items stayed on tables a little while. Maybe staff were really busy.

Staff could be friendlier and more welcoming. I asked for a drink of milk for my son but was told this was not possible although we have had a bedtime milk on many occasions before.

Having one club car for a train of this size is an odd choice. I rushed down there after I secured my room to get a seat, but many others were not so lucky. Since the cabins are specifically designed as bedrooms only (i.e. no seats and only a small table) many people would choose to come to the club car for their evening meal.

Service was very slow though I don't know if you could really add many more staff with the space available. Maybe switching to a system where staff are only in the kitchen and people have to walk up to a counter to order and pickup their food might help? Hard to say.

We had a text to say the normal breakfast service would not operate, and that instead we'd receive a bag for breakfast. That message wasn't clear whether that was automatic or whether we still needed to order it (which was the case). We almost missed out on any breakfast due to initially misunderstanding the text message.

I didn't feel that we had a particularly warm welcome. The staff member seemed stressed, and his main message seemed to be that they needed the table back by a certain time.

The staff were so busy and probably understaffed so not their fault. I found a seat easily but there was no welcome and had to wait a long time to order and be served.

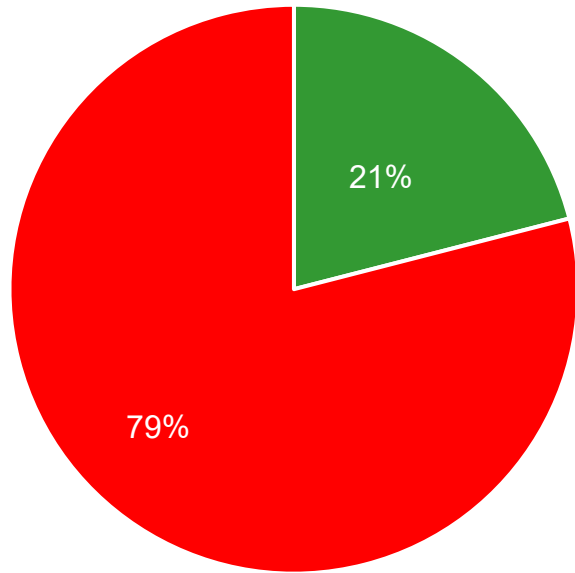
I was sat the opposite end of the carriage to the kitchen and often would have to wait a while for the staff to come to the end of the carriage where I was sat so I could attract their attention, even when the carriage wasn't that busy. It would be better if they strolled the carriage a bit more frequently.

Staff could be happier we felt they were just doing the job this is a premium service and requires more hospitality focussed staff.

Q24d. You rated the ease of finding or getting to the Club Car / the ease of getting a seat / the welcome that you received / feeling comfortable and able to relax / the cleanliness / the quality of the service / the approachability of the staff / the visibility of a crew member / the timeliness of the service / the information that you received about the service available as x, what should Caledonian Sleeper do to improve this rating?

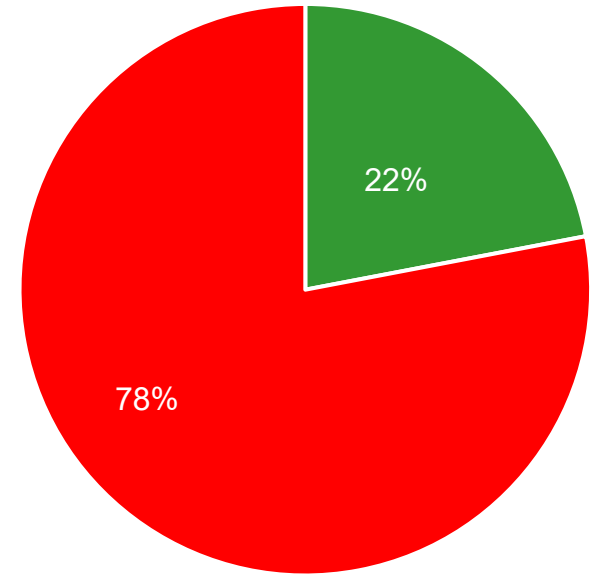


Ordering food / drinks to seats



Evening Use

■ Yes ■ No

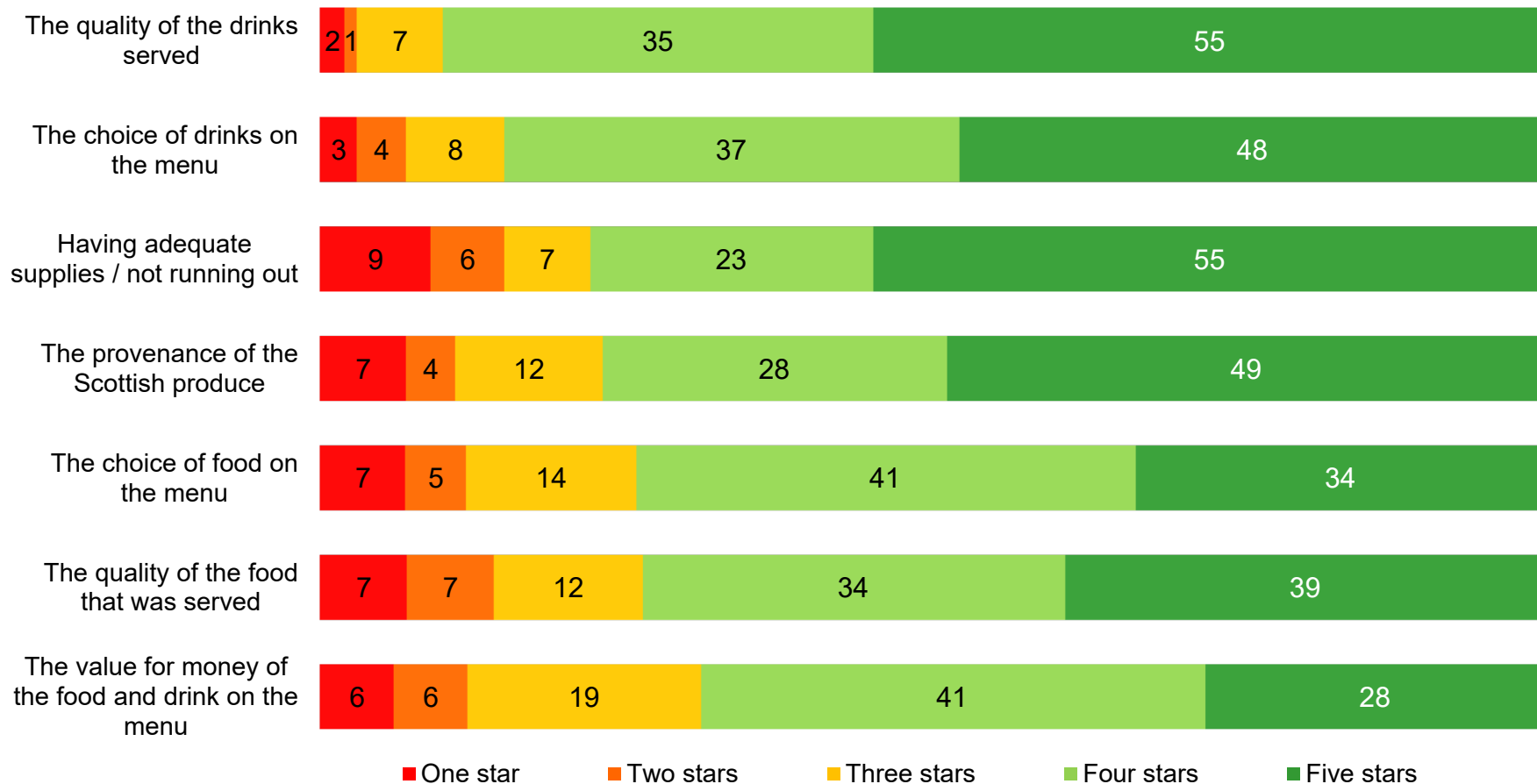


Morning Use

Q23a/b. In the evening / morning of your journey on the Caledonian Sleeper, did you order a drink and / or food to be delivered to your seat
Base: All seated guests (182)



Rating of the evening service menu



Q25a. Thinking about the food and drink that you received on the evening of your journey, how would you rate the evening service menu in terms of..?
 Base: All using the evening menu with an opinion (183 - 252)



Rating of features of the evening service menu – customer comments

It was a limited menu, which is of course understandable, there were options available for me as a vegetarian. More variety would be good, but I understand this is difficult.

For the price paid, the quality was poor. Either reduce the price or make it special to justify price.

Limited choice of wine by the glass - could be expanded.

Understand that options would be limited but maybe more sharing platter type food.

Have genuinely freshly cooked food, not reheated ready meals.

More non-alcoholic drink options.

I was served cans to mix myself. Have actual cocktails.

I wasn't really aware of the promotion of Scottish products.

It was a bit pricey for the size of portions from what I could see. The value for money of hot drinks was good although they advertised biscuits with drinks, and I only had these on one occasion.

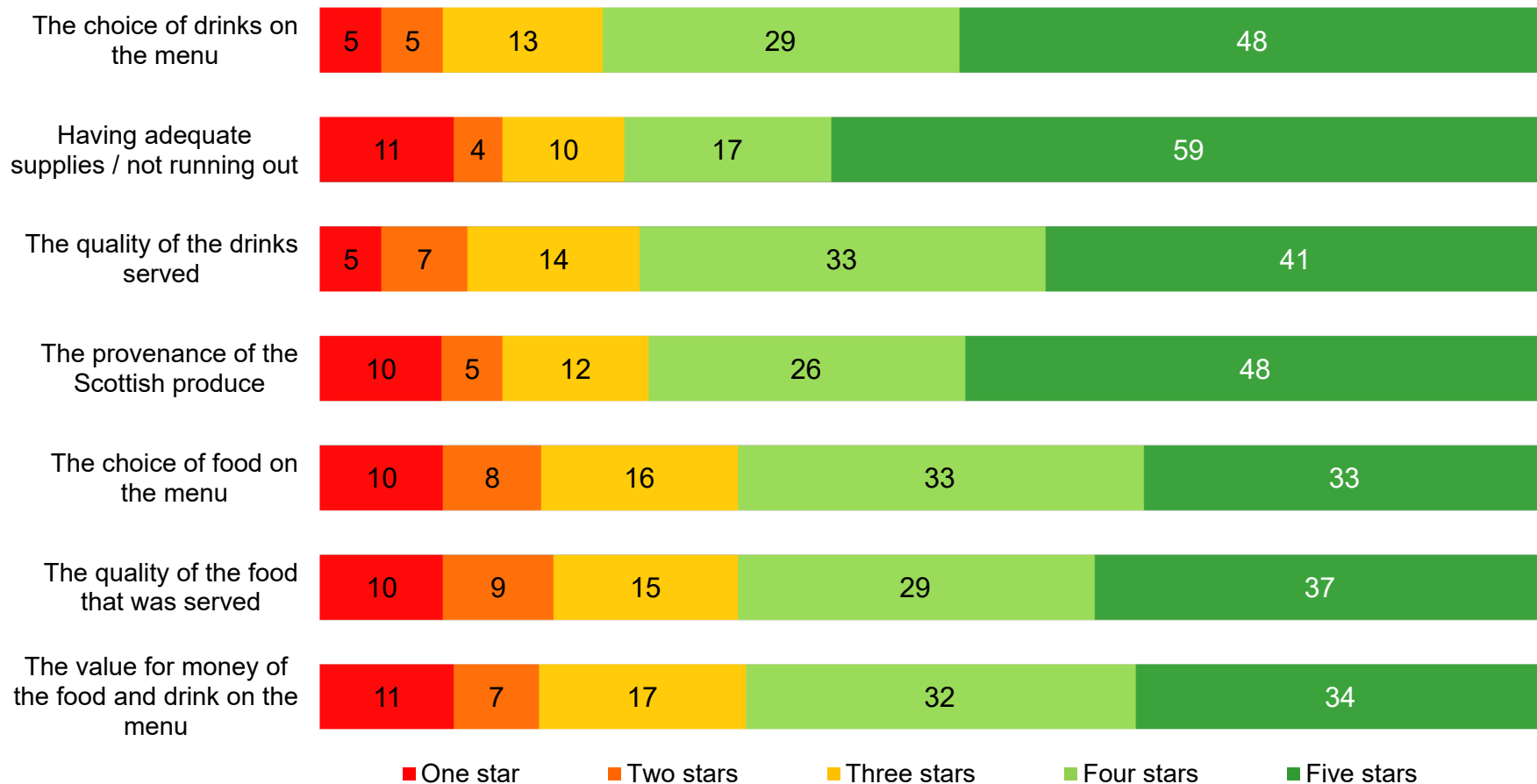
The sleeper train had run out of various items even though we ordered very soon after boarding.

Carry the range you advertise! I accept that some items may run out on the journey - but to leave London with limited stocks is poor; plus, none of the staff in the lounge informed customers that the train only had very limited supplies, otherwise we'd have chosen to eat before we left.

Q25b. You gave x stars for the choice of food on the menu / the quality of the food that was served / the choice of drinks on the menu / the quality of the drinks served / the providence of the Scottish products / the value for money of the food and drink on the menu / having adequate supplies, what should Caledonian Sleeper do to improve this rating?



Rating of the breakfast service menu



Q25c. Thinking about the food and drink that you received on the morning of your journey, how would you rate the breakfast service menu in terms of..?
 Base: All using the morning menu with an opinion (342 - 434)



Rating of features of the breakfast service menu – customer comments

Bring back healthy food, i.e. yoghurt, muesli, healthy, muesli, bars, good quality fruit juice. Waffles are neither Scottish, or healthy. (The fruit salad was good).

I just had an instant coffee and some water. It was perfectly fine but actually nice coffee would have been an improvement,

Have fresh orange juices and fresh fruit options as befits the very high price I paid for the cabin. Good quality tea and coffee should also have been available.

Would liked to have seen a greater choice of cold drinks on the breakfast menu.

None of the actual food listed on the menu was available only microwaved waffles and porridge which were so disappointing after I had been looking forward to a Scottish breakfast with all the usual delights.

my main issue is the milk. I don't like those sachets. They waste plastic and it never feels like having real milk. Couldn't a little jug be given to each table? The coffee/tea themselves (had on the way up and then down) were fine and the orange juice good, and nice to be able to have a hot drink plus a juice.

The food quality at breakfast does not reflect the high price of the tickets. A continental breakfast will selection of cheese, meats, breads and pastries, fruit, would be so much better than reheated Scottish breakfast.

The full Scottish breakfast did not have a poached egg and contained too fatty food. Also served on a cardboard tray that diminished the experience

Not sure it could be improved unless cooked from fresh. It was greasy and overcooked. I did not eat much because of that, but I am sure the ingredients were good quality.

If there were more options it would have been better as there's nothing more Scottish than a fry up. So we had the waffles with jam and fruit or you can have chocolate. There was porridge but the calorie content and description seemed.... meagre. Waffles and chocolate aren't really Scottish? Scottish pancakes might have made sense with non alcoholic Cranachan or some spin on that maybe with raspberries and some toasted oats and possibly vegan/regular cream? Or just make the porridge option a bit better and have the fruit and porridge.

Supply the breakfast you advertised that was the whole point in our decision.

Q25d. You gave x stars for the choice of food on the menu / the quality of the food that was served / the choice of drinks on the menu / the quality of the drinks served / the providence of the Scottish products / the value for money of the food and drink on the menu / having adequate supplies, what should Caledonian Sleeper do to improve this rating?



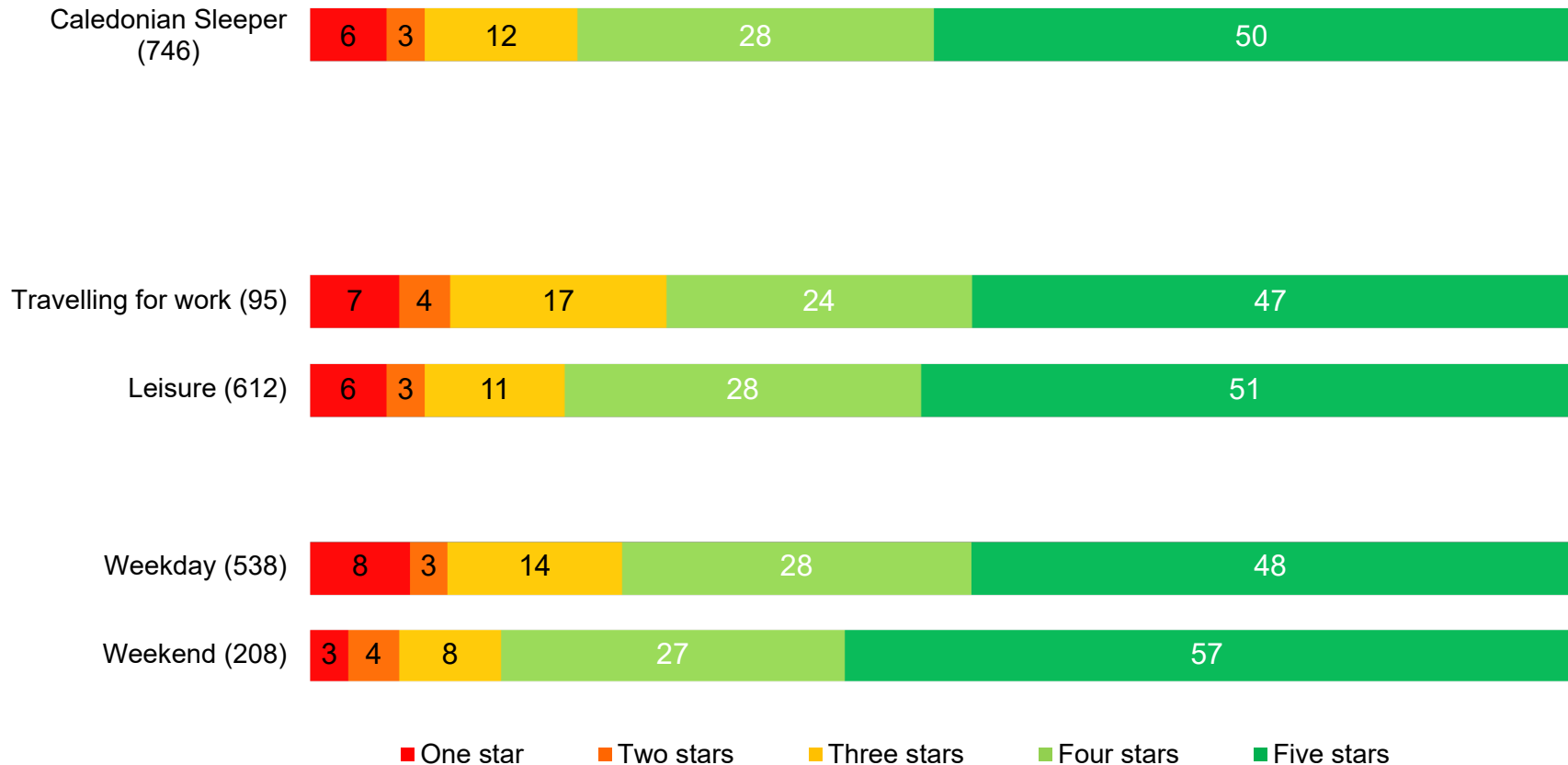
Caledonian Sleeper

Arrival



CALEDONIAN
SLEEPER

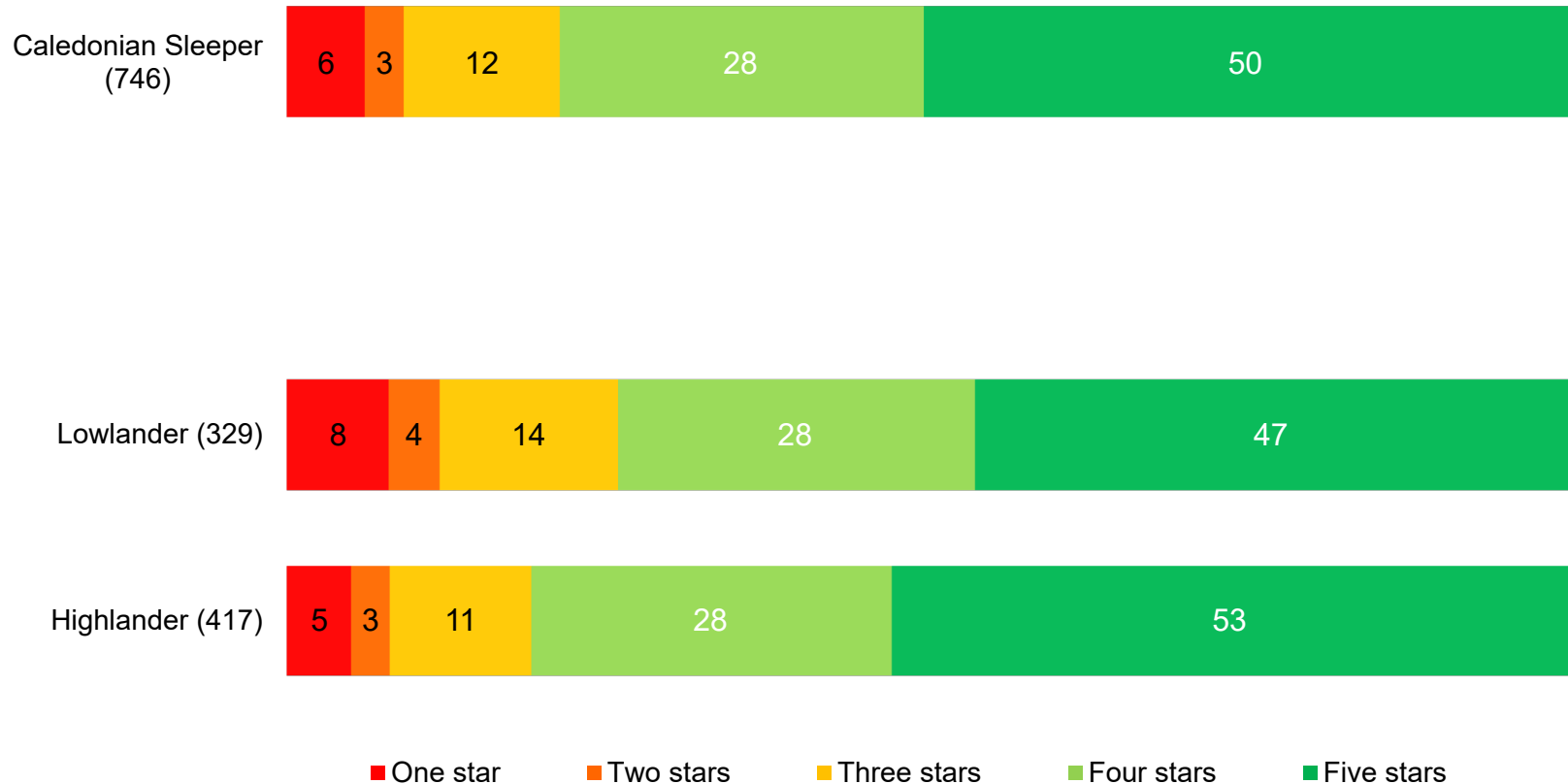
Overall rating of arrival by passenger group



Q26a. Using stars, how would you rate the experience of arriving at your destination?
Base: All guests (in brackets above)



Overall rating of arrival by route



Q26a. Using stars, how would you rate the experience of arriving at your destination?
Base: All guests (in brackets above)



Rating of arrival – customer comments

No staff to greet customers and I didn't know who to hand our room key back to as the only member of crew had his bags in tow and was hot-footing it out of the station. I had to board the train again and leave my key card on a table.

Give people the advertised time to vacate the room have better storage facilities, we had to store bags in an unused cabin.

I am disabled deaf, particularly at night without hearing aids. I was rudely rushed and bundled off the train. If it is a requirement that I inform the train crew, why was I not informed during the booking process with a disabled railcard or on boarding? As the boarding crew was totally different from the arrival crew, a flag on the booking would seem the best way.

Not kick people off the train before the designated time on the ticket.

Better comms of arrival procedure Stop harassing people to get off train.

Announce our arrival! Upon exiting the train no staff were visible anywhere.

I felt very rushed. We had a knock at the door, then an announcement and this was all with ten mins to go. Having so few working toilets really slowed us down and we struggled to get ready around our luggage as the room was not enough to open even the smallest case. I was pretty stressed out at this point

Not be so harsh about having to be physically off the train at 8am or be locked in the train and sent to the depot.

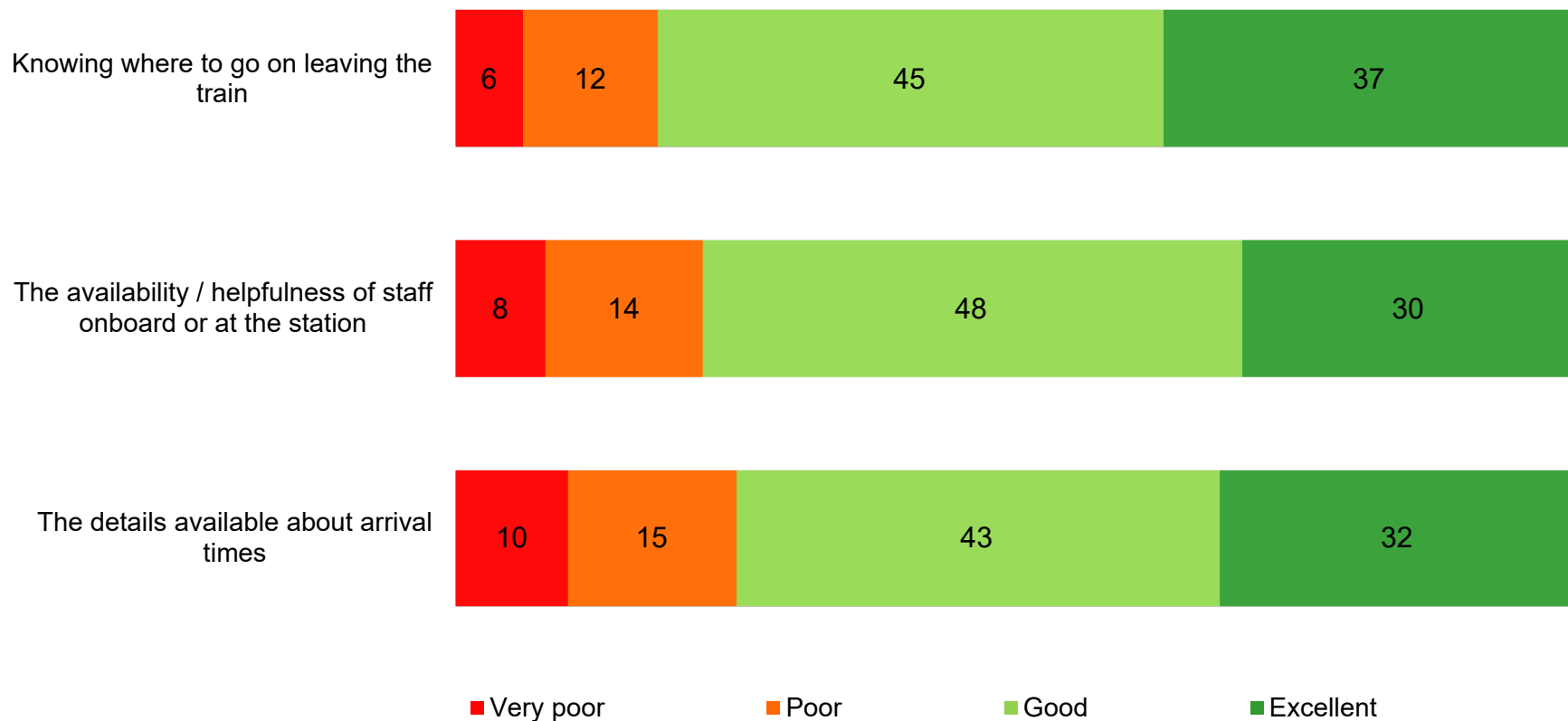
We arrived 45 min in advance. I would have appreciated to be woken up and having received a coffee about 30 minutes before arrival, to be fully ready to leave the train on arrival. Instead, I woke up only on arrival, had to chase the coffee (although the time for which I had ordered it had already passed), and get ready, so I left the train 20 minutes after our arrival.

I got off at Watford junction we arrived 30 mins early, so I was not aware the train had stopped. I was woken to say get off the train and I had 1 minute to get off the train. I was in such a rush to get off I lost some of my belongings and it wasn't a pleasant end to my journey which overall I was happy with.

Q26b. What could Caledonian Sleeper do to improve the experience of arriving at the destination?
Base: All guests rating the experience of arriving at 1 or 2 stars (71)



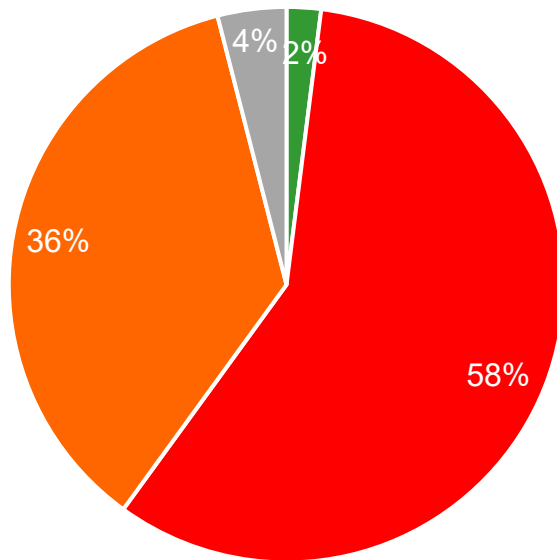
Rating of features of arrival



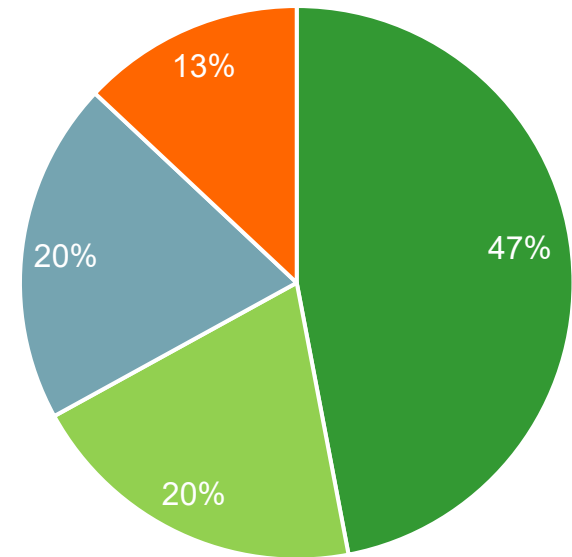
Q26c. Thinking about your arrival in x in the morning, how would you rate..?
Base: All guests (746)



Use of shower



- Yes
- No - I did not know that shower facilities were available
- No - I knew shower facilities were available and chose not to use them
- Shower facilities were not available



- Very satisfied
- Fairly satisfied
- Neither / nor
- Fairly dissatisfied
- Very dissatisfied
- I don't know

Q28a. Did you use the shower facilities at the station in x on arrival that morning? Q28b. How satisfied or dissatisfied were you with the shower facilities in x?
Base: All travelling to Aberdeen, Edinburgh, Fort William, Glasgow, Inverness, or London (701). All who used the shower facilities at the station (15) *caution – low base



Satisfaction with shower on arrival – customer comments

I used them in my cabin. They were fine

The floor of the shower was not clean.

Q28c. What could Caledonian Sleeper do to improve the shower facilities in x?

Base: All guests who were very / fairly dissatisfied with the shower facilities on arrival (3)



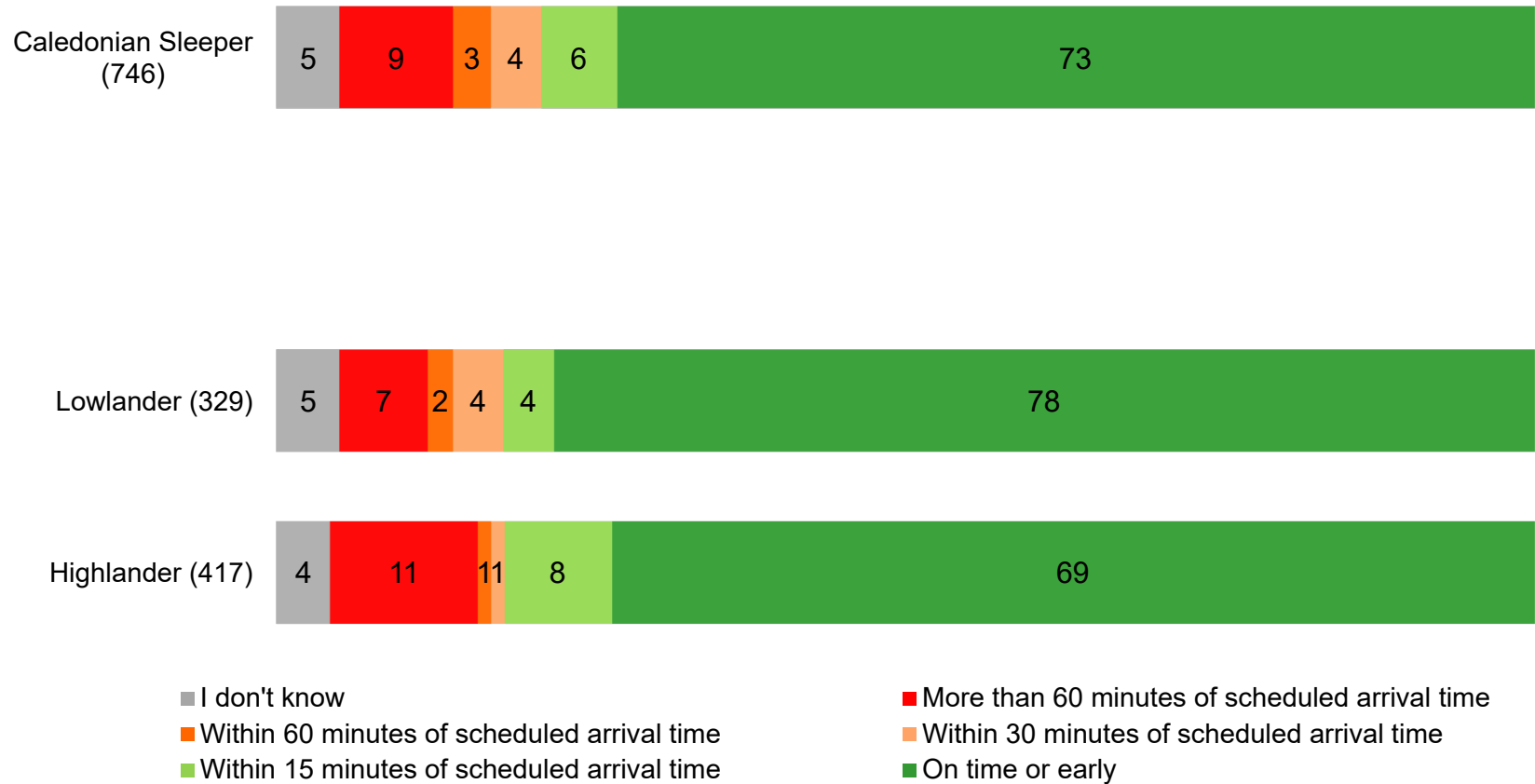
Caledonian Sleeper

Delay



CALEDONIAN
SLEEPER

Punctuality of service by route



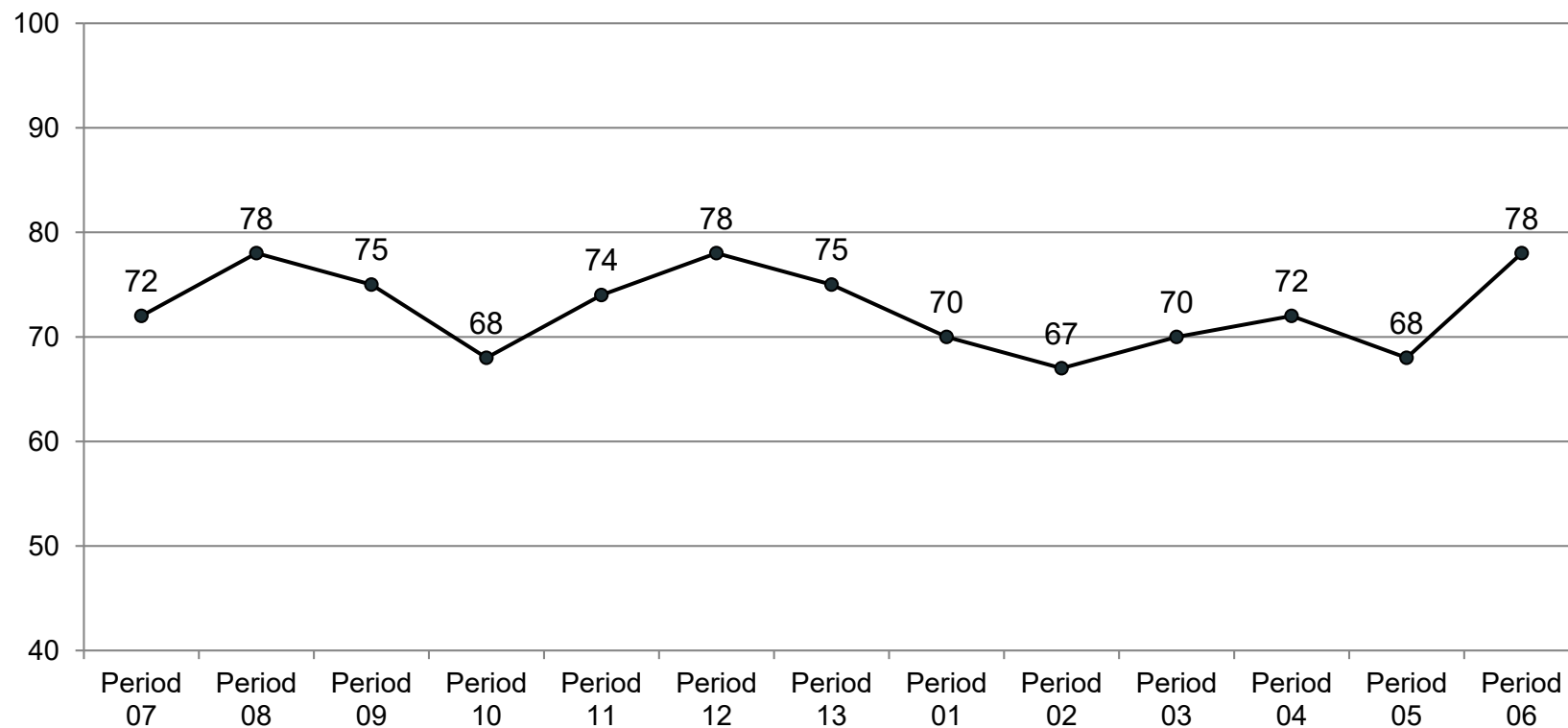
Q27d. Did your train arrive on time?
Base: in brackets above



Punctuality of service - trend

Rating of experience

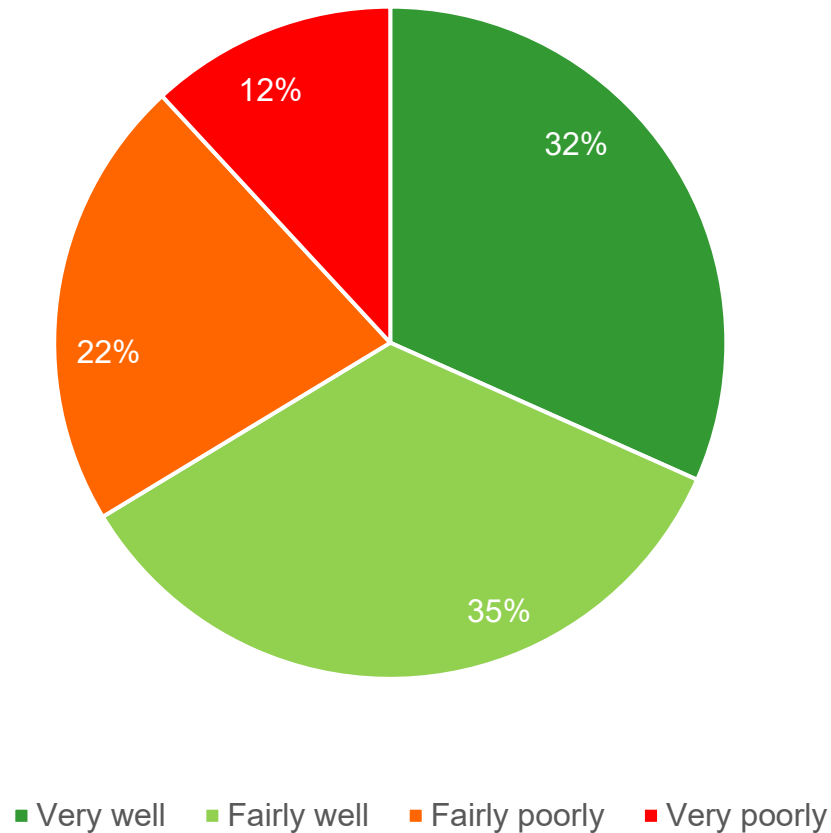
Trend: On time or early



Q27d Did your train arrive on time?



How well delay was dealt with



Q27e. How well did Caledonian Sleeper deal with this delay in terms of keeping you informed and providing any assistance needed?
Base: All who experienced a delay (167)



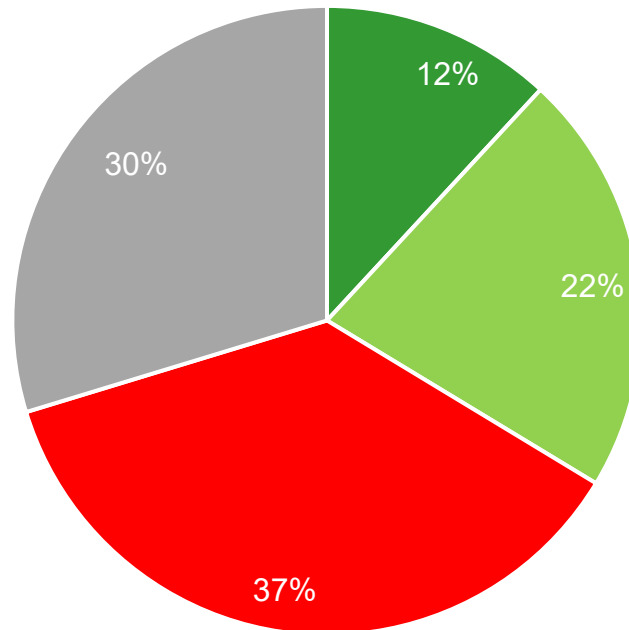
Caledonian Sleeper

Use of customer lounge at arrival station



CALEDONIAN
SLEEPER

Use of customer lounge

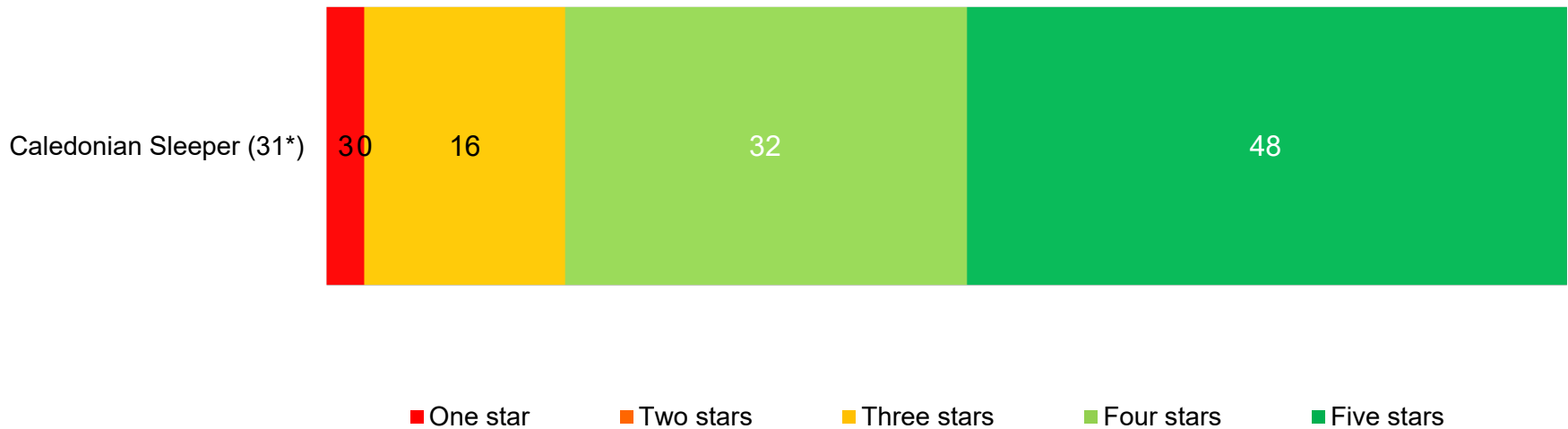


■ Yes - and I did ■ Yes - but I did not ■ No ■ Don't know

Q29. Were you entitled to use the customer lounge at the station in x?
Base: All arriving at Aberdeen, Edinburgh, Fort William, Glasgow, Inverness, or London (701)



Rating of experience of using the lounge on arrival in Aberdeen, Edinburgh, Fort William or Glasgow

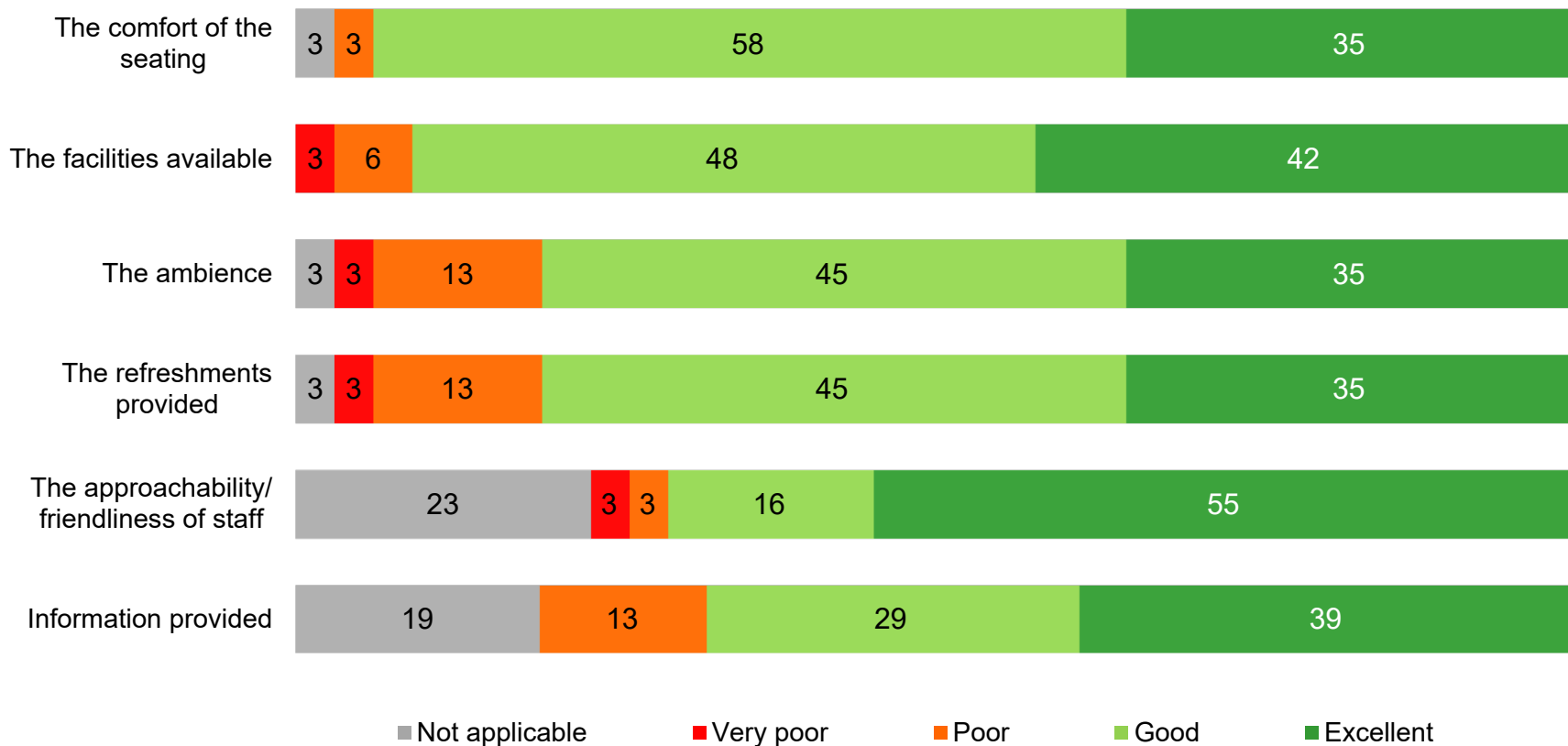


Q30a. How many stars would you rate the overall experience of using the lounge at the station in x?

Base: All those using the lounge at the arrival station in Aberdeen / Edinburgh / Fort William / Glasgow (in brackets above *caution – low base).



Rating of customer lounge at the station in Aberdeen, Edinburgh, Fort William and Glasgow

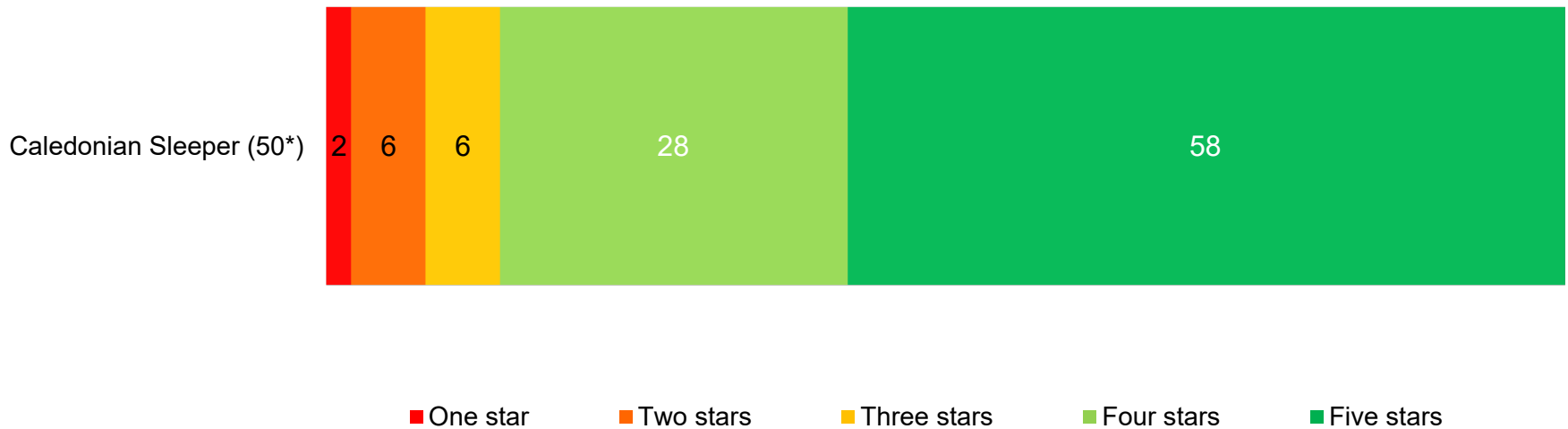


Q30b. Thinking about your experience in the lounge at the station in x, how would you rate...?

Base: All who used the customer lounge on arrival at Aberdeen / Edinburgh / Fort William / Glasgow (31 *caution – low base)



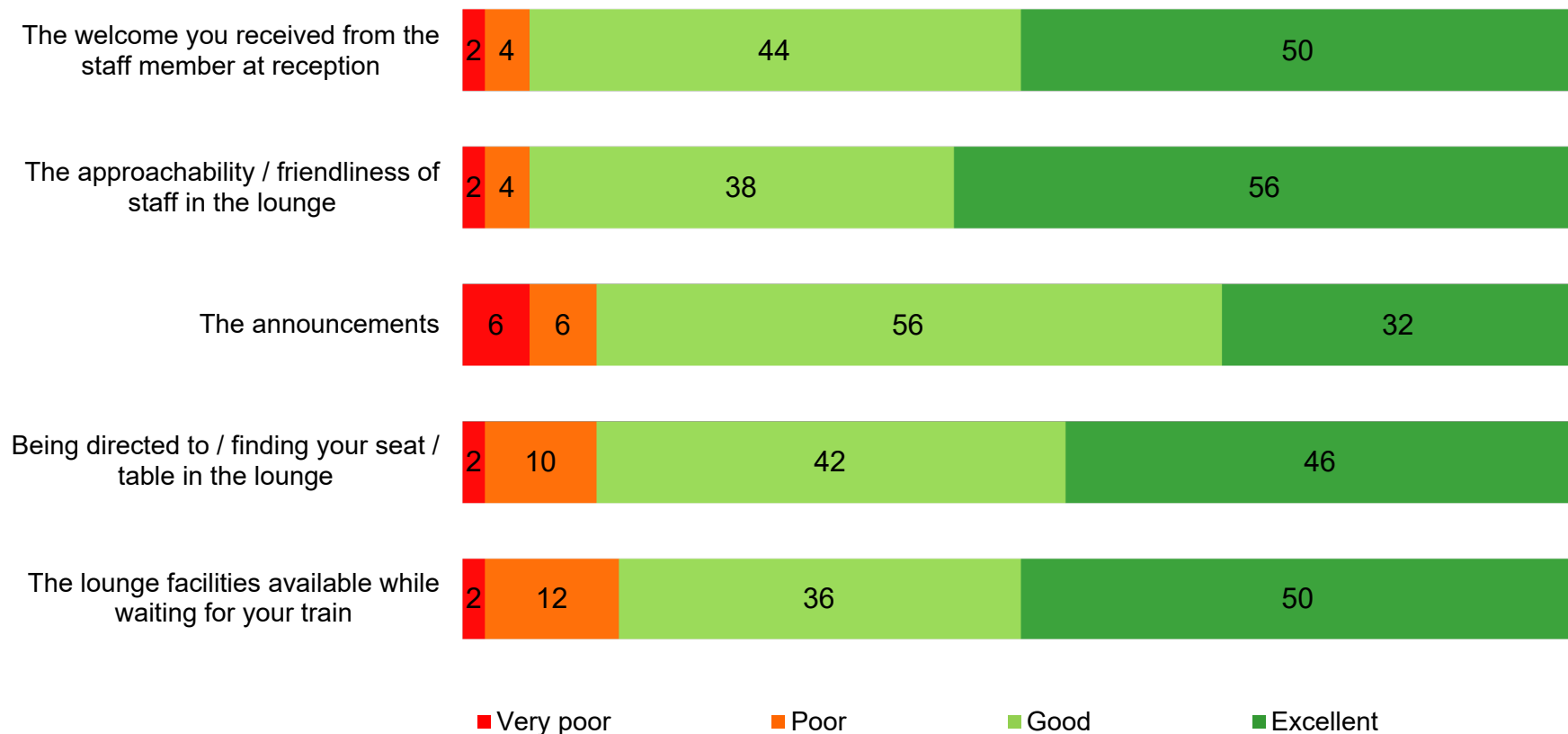
Rating of experience of using the lounge on arrival in London



Q30c. How many stars would you rate the overall experience of using the lounge at the station in London?
Base: All those using the lounge at the arrival station in London (in brackets above *caution – low base).



Rating of customer lounge at the station in London

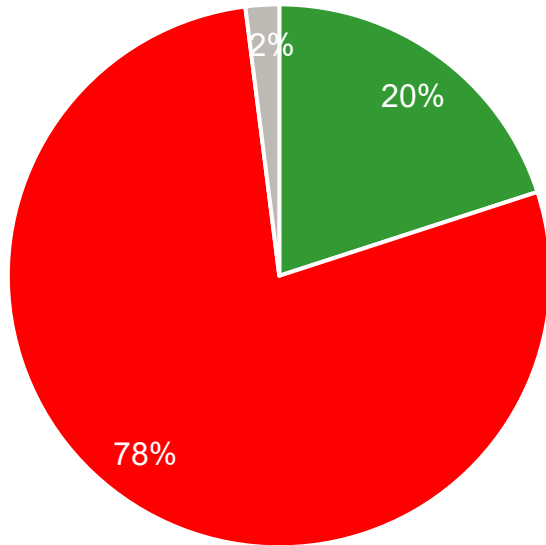


Q30d. Thinking about your experience in the lounge at the station in London, how would you rate..?

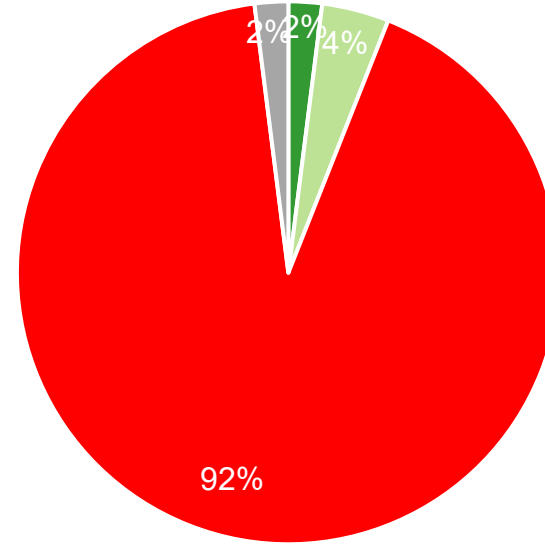
Base: All who used the customer lounge on arrival in London (50 *caution – low base)



Lounge crowdedness and use of lounge catering



■ Yes ■ No ■ Don't know



■ Order both a drink and a breakfast
■ Order a breakfast only
■ Order a drink only
■ None of the above

Q30e. Was the lounge crowded when you arrived? Q30f. In the lounge at the departure station in London did you use the evening menu to..?
Base: All who used the customer lounge in London (50 *caution – low base)



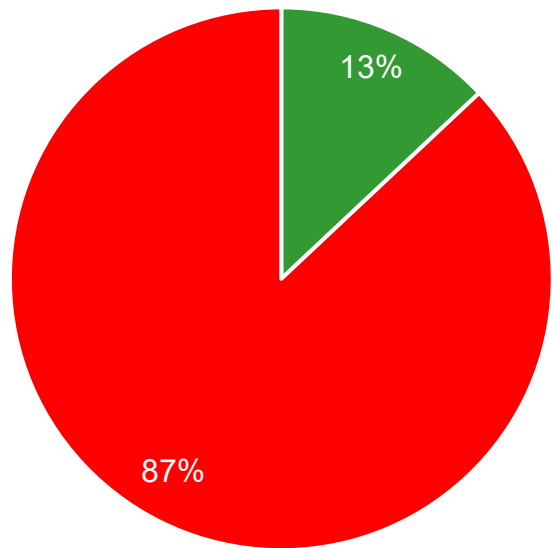
Caledonian Sleeper

Facilities for those with a disability or illness

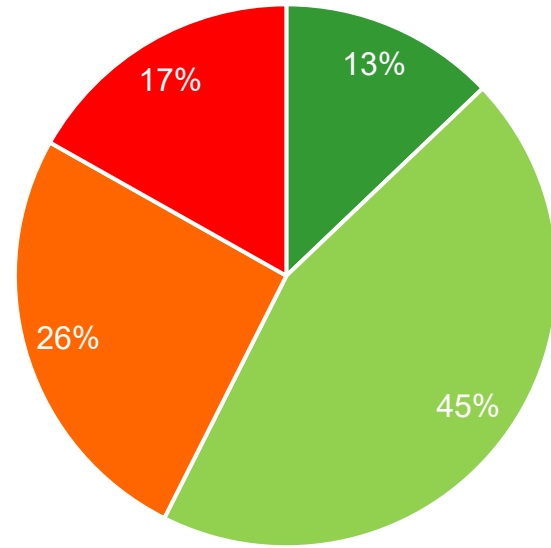


CALEDONIAN
SLEEPER

Agreement that Caledonian Sleeper provides a services which addresses accessibility needs



■ Yes ■ No



■ Strongly agree ■ Agree ■ Disagree ■ Strongly disagree

Q39. Do you face any accessibility barriers that impact on your ability to travel on the Caledonian Sleeper? Q40. To what extent do you agree or disagree that the Caledonian Sleeper provided a service which addressed the accessibility barriers that you face?
Base: All those who face an accessibility barrier that impacts on their ability to travel on the Caledonian Sleeper (47*) *caution – low base



Providing a service that addresses accessibility issues

– customer comments

I was travelling alone with 2 young children. One child was asleep in the buggy when I left the lounge not one member of staff offered any assistance to me in getting my bag to the train, the buggy onto the train or even just helping open the room so my older awake child could get in whilst I followed with the younger child. I wouldn't expect someone to mind my child whilst I disappeared off but just lifting a small wheeled suitcase onto the carriage would have gone a really long way.

There is so few accessibility cabins that sometimes I have to book months in advance to get J6. The N carriage means you cannot get on/off at Euston due to the platform being so narrow at that part.

Hire more folks to assist folks who are obviously struggling. Also, have large luggage storage availability in each car so there is not a hike to find a random item.

Warn people that the space is extremely limited and you do need to be fairly slim and fit to fit in the corridor and get into your room.

I would not have considered myself as facing accessibility barriers prior to travelling on the Caledonian sleeper, as my hypermobility and minor back issues have never been a problem when sleeping in bunkbeds before. I was confronted with an unexpected barrier when I tried to get in and out of the top bunk bed. However, more information about the lack of space in the top bunk bed would have prevented me from booking a bunk bed in the first place. I knew that my friend with mobility issues would need to sleep in the bottom bunk bed. I now know I have the same requirements when travelling in one of the rooms.

I have a mild sight impairment (depth of field perception), steps in poor light is challenging. Having more staff on platform when boarding, e.g. contrast with Eurostar.

I'm hard of hearing, so - particularly when I remove my hearing aids to go to sleep (because you don't wear them lying down on a pillow!), then any announcements are less clear. If there was a small screen on the wall that gave updates, eg being at one point 100 minutes late, then I'd have felt better informed.

Make it clearer that assistance is not just for those with mobility issues. I have vision issues that affect my ability to safely manage the step on and off the train but [there were] no staff on platform to offer assistance.

Q41. What could Caledonian Sleeper do to better address the accessibility barriers that you face?

Base: All those who disagree that Caledonian Sleeper provided a service which addressed their accessibility need (20)



Caledonian Sleeper

Appendix



CALEDONIAN
SLEEPER

Sample profile – journey details

Sample size	746 %	Sample size	746 %	Sample size	746 %
<u>Journey Purpose</u>		<u>Return journey mode</u> (those making outward journey) (510)		<u>Why not Caledonian Sleeper</u> (481)	
Business	10	Caledonian Sleeper	37	The Caledonian Sleeper was not available to book	4
Business / Leisure mix	3	Daytime train	32	The Caledonian Sleeper was fully booked at the times I wanted to travel	7
Main holiday	33	Plane	17	The times that the Caledonian Sleeper trains were running did not suit me	29
Short break	34	Coach	1	The cost of using the Caledonian Sleeper was too expensive	27
Visiting friends or relatives	15	Own Car	1	Other reason	45
Trade travel	>1	Hire car	2	<u>Accommodation type</u>	
Prefer not to say	5	Other	7	1 st class	46
<u>Accommodation</u>		Don't know	2	Standard	30
Seat	24	<u>Outward journey mode</u> (those making return journey) (235)		Seated	24
Room	28	Caledonian Sleeper	26	<u>Party size</u>	
En-suite room (with shower)	45	Daytime train	48	Single traveller	44
Accessible room	3	Plane	15	Two people	46
<u>Journey direction</u>		Coach	2	Three or more people	10
Outward	69	Own Car	2		
Return	31	Hire car	2		
One way	-	Other	4		



Sample profile – journey details

Sample size	746 %	Sample size	746 %	Sample size	746 %
<u>Travel to departure station</u>		<u>Service Day</u>		<u>Frequency of use</u>	
Train	40	Weekday	72	First journey on the Caledonian Sleeper	62
Underground/ Tram/ Subway	21	Weekend	28	Between 2 and 5 times	21
Bus/ Coach	9	<u>Direction</u>		More than 5 but less than ten times	8
Taxi	12	Northbound	57	More than ten times	9
Own car/ Dropped off	13	Southbound	43	Don't know	1
Hire car	4	<u>Train Type</u>		<u>How heard about the Caledonian Sleeper</u>	
On foot	20	Highlander	56	(460)	
Bicycle	2	Lowlander	44	From friends / family	29
Other	2	<u>Crew</u>		Instagram	6
<u>Travel from arrival station</u>		Aberdeen	6	X	1
Train	35	Edinburgh	10	Tik-Tok	1
Underground/ Tram/ Subway	15	Fort William	8	YouTube	7
Bus/ Coach	11	Glasgow	11	LinkedIn	>1
Taxi	13	Inverness	13	Facebook	3
Own car/ Dropped off	6	London	52	Google search	41
Hire car	8			In-station promotion	3
On foot	24			Competition	-
Bicycle	1			Other	21
Other	5				



Sample profile – journey details

<i>Sample size</i>	<i>746</i> <i>%</i>	<i>Sample size</i>	<i>746</i> <i>%</i>
<u>Age</u>		<u>Disability or Illness</u> (369)	
16-34	12	No accessibility barriers	87
35-54	38	Vision	1
55+	48	Hearing	2
Not stated	3	Mobility	7
<u>Gender</u>		Dexterity	2
Male	47	Poor memory	1
Female	49	Mental health	2
Non-binary / prefer to self-describe	>1	Respiratory impairment	2
Not stated	4	Neurodiverse	2
<u>Residence</u>		Other	2
UK	73	Prefer not to say	1
Non-UK	27	<u>Booked Passenger Assistance</u>	
		Yes	1
		No	99



Methodology overview

The Caledonian Sleeper Customer Satisfaction Survey provides feedback about customer experience and opinions of the Caledonian Sleeper. The survey is carried out as an online survey.

Passengers who have recently travelled on the Caledonian Sleeper are invited to take part in the online survey. Fieldwork is continuous and started 13th July 2017. A dashboard report is provided at the end of every Rail Period, and a more detailed report is provided every quarter.

This report contains results for the first quarter of fieldwork for the year 2026/27, combining Rail Periods 01, 02 and 03.

Fieldwork for quarter 2 2026/27 took place between 29 June and 27 September 2026. This covered journeys made between 28 June and 19 September 2026.

746 questionnaires were completed in total.



Caledonian Sleeper

Quarterly Report

Quarter 2, 2026/27

Rail Periods 04, 05, and 06



CALEDONIAN
SLEEPER